



Data Privacy Policy for Colectiv

Last Updated 6 March 2024

Contact Details

Name: Patricia Lucas

E-mail: Hello@colectiv.tech

What information we hold about you

Colectiv collects and processes the following personal information:

- Name, contact details

How we get the information we hold about you

Most of the personal information we process is provided to us directly by you for one of the following reasons:

1. We have received the information from you directly or indirectly, or another personal contact
2. We have received the information about you from another business or organisation who has permission to share your contact details with us for research purposes

How we will use this information

- If we have received your information by route 1, we will use this information to tell you about our services, and share upcoming events or publications.
- If we have received your information by route 2, we will only use this information to send you links to research interviews.
- We will not share this information with other organisations or individuals

Lawful basis

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

- (a) Your consent. You are able to remove your consent at any time. You can do this by contacting hello@colectiv.tech
- (b) We have a contractual obligation.

How we store your personal information

- Encryption: Your data is encrypted both at rest and in transit using SSL (Secure Sockets Layer) technology. This ensures that any information exchanged between your device and our servers remains confidential and secure.

- **Secure Storage:** We employ robust security measures to safeguard your data against unauthorised access, alteration, disclosure, or destruction. Data are held on European servers.
- **Access Control:** Access to your data is restricted to authorised personnel only.
- **Regular Audits:** We conduct regular security audits and assessments to identify and address any potential vulnerabilities in our systems.

Contact details shared with us by a third party organisation for the purposes of research will be deleted at the termination of our contract with the third party, or 2 months after the close of the interviewing period, whichever is sooner.

Your data protection rights

Under data protection law, you have rights including:

- **Your right of access** - You have the right to ask us for copies of your personal information.
- **Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- **Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.
- **Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.
- **Your right to object to processing** - You have the right to object to the processing of your personal information in certain circumstances.
- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.
- You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.
- Please contact us at hello@colectiv.tech if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us by contacting hello@colectiv.tech.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113
ICO website: <https://www.ico.org.uk>