

# Polista Limited | Repolify

## Customer Privacy Notice

This privacy notice tells you what to expect us to do with your personal information.

### Our contact details

Email

team@repolify.com

### What information we collect, use, and why

We collect or use the following information for **the operation of customer accounts and guarantees**:

- Names and contact details
- Addresses
- Account information, including registration details
- Marketing preferences

We collect or use the following information for **service updates or marketing purposes**:

- Names and contact details
- Addresses
- Marketing preferences
- Location data
- IP addresses
- Website and app user journey information
- Information relating to sponsorship
- Records of consent, where appropriate

We collect or use the following information for **research or archiving purposes**:

- Names and contact details
- Addresses
- Location data
- IP addresses
- Website and app user journey information
- Personal information used for administration of research
- Personal information used for the purpose of research

## Lawful bases

Our lawful bases for collecting or using personal information for **the operation of customer accounts and guarantees** are:

- Consent
- Contract

Our lawful bases for collecting or using personal information for **service updates or marketing purposes** are:

- Consent
- Contract

Our lawful bases for collecting or using personal information for **research or archiving purposes** are:

- Consent
- Contract

## Where we get personal information from

- People directly

## How long we keep information

We will only keep your personal information for as long as is necessary for the uses set out in this privacy notice. When we have no ongoing business need to process your personal information, we will either delete it or anonymise it. For more information, see our full retention policy. [LINK TO RETENTION POLICY:

<https://docs.google.com/document/d/1IbVZYKhl9zQpAjYYh-JnYIKT6yv4-jPONrw2NIHYC78/edit?usp=sharing>

## 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 data.

**Your right to rectification** - You have the right to ask us to rectify personal data 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 data in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal data in certain circumstances.

**Your right to object to processing** - You have the right to object to the processing of your personal data in certain circumstances.

**Your right to data portability** - You have the right to ask that we transfer the personal data you gave us to another organisation, or to you, in certain circumstances.

**Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent.

You don't usually need to pay a fee to exercise your rights. If you make a request, we have one calendar month to respond to you.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

### How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office  
Wycliffe House

Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

## Last updated

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Polista Limited

Operating under a brand name Repolify

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