



## Privacy Policy

**Effective Date:** 06.01.2025

Engage Community Ltd (“we,” “our,” or “us”) is committed to protecting your privacy. This Privacy Policy explains how we collect, use, and safeguard your personal data in compliance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

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### 1. Information We Collect

We may collect and process the following types of personal data:

- **Contact Information:** Name, email address, phone number, postal address.
  - **Account Information:** Username, password, and preferences.
  - **Payment Details:** Payment card information or bank account details (processed securely).
  - **Usage Data:** Information about how you interact with our website, products, or services (e.g., IP address, device type, cookies).
  - **Communication Data:** Emails, messages, or feedback you send to us.
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### 2. How We Use Your Data

We use your personal data for the following purposes:

- To provide and manage our services.
  - To process payments and deliver products or services.
  - To communicate with you regarding updates, promotions, and support.
  - To improve our website, products, and customer experience.
  - To comply with legal obligations or enforce our terms and conditions.
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### 3. Legal Bases for Processing

We process your data based on the following legal grounds:

- **Consent:** When you provide explicit consent (e.g., signing up for newsletters).
  - **Contractual Necessity:** When processing is required to fulfill a contract with you.
  - **Legal Obligation:** When processing is necessary to comply with a legal obligation.
  - **Legitimate Interests:** When it supports our legitimate business interests, provided your rights are not overridden.
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**E:** [info@engagecommunity.co.uk](mailto:info@engagecommunity.co.uk) **w:** [www.engagecommunity.co.uk](http://www.engagecommunity.co.uk)



#### 4. Sharing Your Information

We do not sell your personal data. However, we may share your information with:

- **Service Providers:** To assist with payment processing, hosting, analytics, or marketing.
- **Legal Authorities:** To comply with legal requirements, court orders, or regulatory requests.
- **Business Transfers:** In the event of a merger, acquisition, or sale of assets.

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#### 5. Your Rights

Under UK GDPR, you have the following rights regarding your personal data:

- **Access:** Request a copy of the data we hold about you.
- **Rectification:** Correct inaccurate or incomplete data.
- **Erasement:** Request deletion of your data where applicable.
- **Restriction:** Restrict processing under certain circumstances.
- **Data Portability:** Receive your data in a commonly used format.
- **Objection:** Object to the processing of your data for direct marketing or other purposes.
- **Withdraw Consent:** Withdraw consent where processing is based on your consent.

To exercise your rights, contact us using the details below.

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#### 6. Data Security

We implement appropriate technical and organizational measures to protect your data against unauthorized access, loss, or misuse.

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#### 7. Data Retention

We retain your personal data only as long as necessary for the purposes outlined in this policy or as required by law.

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#### 8. Cookies

We use cookies and similar technologies to enhance your experience on our website. For more details, refer to our [Cookie Policy].

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**E:** [info@engagecommunity.co.uk](mailto:info@engagecommunity.co.uk) **w:** [www.engagecommunity.co.uk](http://www.engagecommunity.co.uk)



## 9. International Data Transfers

If we transfer your data outside the UK, we will ensure it is protected through appropriate safeguards, such as Standard Contractual Clauses (SCCs) or other approved mechanisms.

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## 10. Changes to This Policy

We may update this Privacy Policy periodically. Changes will be posted on this page with an updated "Effective Date."

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## 11. Contact Us

If you have any questions or concerns about this Privacy Policy or your data, contact us:

**Email:** [info@engagecommunity.co.uk](mailto:info@engagecommunity.co.uk)

**Phone:** 07970607687

**Address:** Engage Community Ltd, 28 Spicer Place, Bilton, Rugby, Warwickshire CV22 7EA

You also have the right to lodge a complaint with the **Information Commissioner's Office (ICO)** at <https://ico.org.uk> if you believe we have violated data protection laws.

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