

Copylab Limited

Privacy Policy for End Customers

Last Updated: July 2022

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1. Introduction

Copylab Limited (“Copylab”, “we, “our”) is committed to protecting the privacy and security of the personal data we collect about end customers and users of our services (“you/your”).

The purpose of this privacy notice is to explain what personal data we collect about you when you visit our website. When we do this, we are the data controller.

Please read this privacy notice carefully as it provides important information about how we handle your personal information and your rights. If you have any questions about any aspect of this privacy notice you can contact us using the information provided below or by emailing us at hello@copylab.co.uk.

2. What is personal data?

‘Personal data’ is any information from which you can be identified, either directly or indirectly. For example, your name or an online identifier.

‘Special category personal data’ is more sensitive personal data and includes information revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, genetic data, biometric data for the purposes of uniquely identifying someone, data concerning physical or mental health or data concerning someone’s sex life or sexual orientation.

3. Personal data we collect

We collect, use and are responsible for certain personal data about you. When we do so we are subject to the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. We are also subject to the EU General Data Protection Regulation (EU GDPR) in relation to goods and services we offer to individuals in the European Economic Area (EEA). The personal data we collect includes:

Email address / phone number / usage data/ IP address / cookies (for more information on cookies please see our [Cookies Policy](#))

4. How we collect your personal data

We collect personal data freely from you via our website, or, in the case of usage data, collected automatically when using this website. We also collect publicly available data from LinkedIn when adding professional contacts to our CRM.

5. Purposes for which we use your personal data and the lawful basis

When providing services to you, we may use your personal data for the following purposes and on the following lawful bases:

| Purpose | Lawful Basis for Processing |
|--|---|
| Copylab processes your personal data for purposes to fulfil its contract with you to provide services to you. For example, when communicating with you to administer and manage our services. | Performance of a contract |
| Copylab has a legitimate interest to process your personal data that we have balanced against your rights as an individual. For example, to monitor your use of our services and systems to ensure they are functioning correctly and efficiently. | Legitimate interest (for running our business, engaging with you as prospective clients, business provision of administration and IT services, network security, to prevent fraud and in the context of a business reorganisation or group restructuring exercise). |
| Copylab is required to process your personal data to comply with various legal and regulatory requirements. For example, where Copylab must adhere to laws and | Legal and regulatory purposes |

| Purpose | Lawful Basis for Processing |
|--|-----------------------------|
| regulations which apply to us and to keep accurate and up-to-date records. | |
| In the specific circumstances where you have given your consent, Copylab will process your personal data. For example, to provide you with information about our services that we feel may be of interest and benefit to you (unless you inform us that you do not want to receive such direct marketing). | Consent |

Where personal data is processed because it is necessary for the performance of a contract to which you are a party, we will be unable to provide our services without the required information.

6. Sharing your personal data

In addition to the Owner, in some cases, the Data may be accessible to certain types of persons in charge, involved with the operation of this Application (administration, sales, marketing, legal, system administration) or external parties (such as third-party technical service providers, mail carriers, hosting providers, IT companies, communications agencies) appointed, if necessary, as Data Processors by the Owner. The updated list of these parties may be requested from Copylab at any time.

7. International Transfers

When we collect your personal data, it may be processed outside the UK/EEA. This is because the organisations we use to provide our services to you are located in other countries.

We have taken appropriate steps to ensure that where personal data is processed outside the UK, it has an essentially equivalent level of protection as it has within the UK. We do this by ensuring that:

- Your personal data is only processed in a country which the Secretary of State has confirmed has an adequate level of protection (an adequacy regulation); or

- We enter into the UK's International Data Transfer Agreement or EU Standard Contractual Clauses (SCCs) (whichever is applicable) with the receiving organisations and ensure that supplementary measures are also applied, where necessary.

8. How long we keep your personal data

We will retain your personal data for as long as is necessary to provide you with our services and for a reasonable period thereafter to enable us to meet our contractual and legal obligations and to deal with complaints and claims.

At the end of the retention period, your personal data will be securely deleted or anonymised, for example by aggregation with other data, so that it can be used in a non-identifiable way for statistical analysis and business planning.

9. Security of your personal data

We have implemented appropriate technical and organisational measures to safeguard your personal data and protect it from accidental or unlawful destruction, loss or alteration and from unauthorised disclosure or access.

In addition to the technical and organisational measures we have put in place, there are a number of simple things you can do to in order to further protect your personal information, such as:

1. Never enter your details after clicking on a link in an email or text message.
2. If you're logged into any online service do not leave your computer unattended.
3. Close down your internet browser once you've logged off.
4. Never download software or let anyone log on to your computer or devices remotely, during or after a cold call.

Secure Online Services

You can easily identify secure websites by looking at the address in the top of your browser which will begin <https://> rather than <http://>

10. Your rights

You have certain rights in relation to the processing of your personal data, including to:

- **Request access** to your personal data (commonly known as a "Subject Access Request"). This enables you to receive a copy of the personal data we hold about you.

- **Request rectification** of the personal data that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.
- **Request erasure** of your personal data. This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal data where you have exercised your right to object to processing (see below).
- **Object to processing** of your personal data where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. If you object to us using your personal data for marketing purposes we will stop sending you marketing material.
- **Request the restriction of processing** of your personal data. This enables you to ask us to suspend the processing of your personal data, for example if you want us to establish its accuracy or the reason for processing it.
- **Request the transfer** of your personal data to another party (data portability).
- **Automated decision-making.** You have the right not to be subject to a decision based solely on automated processing which will significantly affect you. We do not use automated decision-making.

Right to withdraw consent

In the circumstances where you have provided your consent to the processing of your personal data for a specific purpose, you have the right to withdraw your consent for that specific processing at any time. Once we have received notification that you have withdrawn your consent, we will no longer process your information for the purpose or purposes you originally agreed to, unless we are permitted by law to do so.

How to exercise your rights

You will not usually need to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request for access is clearly unfounded or excessive. Alternatively, we may refuse to comply with the request in such circumstances. If you wish to exercise your rights, please contact us at hello@copylab.co.uk.

11. How to complain

You have the right to lodge a complaint with the supervisory authority, if you believe we are infringing the UK data protection laws or you are concerned about the way in which we are handling

your personal data. The supervisory authority in the UK is the Information Commissioner's Office who can be contacted online at:

- [Contact us | ICO](#)
- Or by telephone on 0303 123 1113

12. How to contact us

If you wish to contact us in relation to this privacy notice or if you wish to exercise any of your rights outlined above, then please address your correspondence to:

Copylab Ltd

Studio 102, South Block

60-64 Osborne Street

Glasgow

G1 5QH

Alternatively, you can email us at hello@copylab.co.uk