



PRIVACY POLICY

Off You Go! www.off-you-go.com

This Application collects some Personal Data from its Users. This page is to inform the website visitors on our policies with the collection, use and protection of Personal Information when visiting our website or using Off You Go! services.

Off You Go! is committed to ensuring that your privacy is protected. In order to remain compliant with GDPR we update our policy on a regular basis. To stay up to date with our policy please check this page from time to time to ensure you are aware of any changes. This policy is effective from 01/02/2021

If you choose to use our services, you agree to the collection and use of information in relation to this policy. We will not use or share your information with anyone except as described in this Privacy Policy

About Off You Go!

Owner and Data Controller: Nathalie Hardy
10 Nightingale lane
SW12 8TB
London
Email: support@off-you-go.com

Communication

We may ask you to provide explicit permission for us to use your Personal Information to contact you with newsletters, marketing or promotional materials and other information that may be of interest to you. You may opt out of receiving any, or all, of these communications from us by following the unsubscribe link or instructions provided in any email we send. You have the right to access the information we hold about you, and you have the right to have all the data we hold about you erased

Personal Information we collect

For a better experience while using our service, we may require you to provide us with certain personal information, including but not limited to, title, first name, last name, email address, phone number, postal address, date of birth, service you are interested in, name, phone number, and postal address, demographic information, device ID, IP address, future communication preferences and any other information that you consider necessary to provide to us. The information that we collect will be used to contact or identify you.

We collect this data when:

- You call us
- You ask for a quote
- You confirm an order
- You attend one of our events
- You fill in a sign-up form
- You make an online purchase
- You browse and use our website
- You fill out a questionnaire or survey that we have created
- You view our online advertising

The information that we collect from you online will be combined with information you may have given us face to face to ensure that the data we hold about you is up-to-date.

All personal information you supply to us will be treated in accordance with the Data Protection Act (1998) and the General Data Protection Regulations (2018).



How and why do we use your data

We use your personal data to do the following:

- To carry out our contractual obligations arising from contracts that we enter into with you, for example to process and deliver a service you purchased with us online, by phone or face to face.
- To comply with our legal obligations arising from contracts that we enter into with you. For example, keeping records of transactions for VAT reporting purposes.
- To respond to any enquiries, you make.
 - To help us identify you and accounts that you hold with us.
 - To provide you with information about other products and services we offer that we think you might be interested in.
 - To personalise our website, online advertising and email communications to you, to offer you a more relevant experience
 - To measure and understand how our customers interact with us, through data analysis, data aggregation and customer profiling.
 - To detect, prevent and identify fraud.

Legal basis to processing your data

- When you make a purchase from us, we will process your data to fulfil our **contractual obligations** for the contract that we have entered into. For example, using your address to deliver a purchase to you.
- When you make a purchase from us, we will process your data to fulfil the **legal obligations** that we are bound to comply with, such as tax reporting for VAT purposes.
- When you make a purchase from us, we will process your data under the basis of **legitimate interest**. Legitimate interest is the interest of our company to conduct and manage our business and provide you with the best and most secure customer experience possible. When we process your information under legitimate interest, we take care to balance our actions with your rights and interests under data protection law.
- We may choose to send you marketing communications on the basis of legitimate interest. You will be given the right to **opt-out** of these communications i) when you first enter in to the contract and ii) at any time afterwards by contacting support@off-you-go.com or writing to us at the address provided above.
- We may also use your data under legitimate interest to perform data analysis of our customers, to help us understand how our customers interact with us, and to provide you with a better customer experience.
- We may use your data to ensure the smooth and secure running of our website, for example through website analytics and fraud checks at the time of an online purchase.
- We will always keep your data secure and in accordance with the details contained in this policy.

Consent

If you have shared your information with us through a sign-up form on our website, a face-to-face sign-up form or by subscribing to our newsletter at an event, you have provided consent for us to process your data and use it in the ways described in this privacy policy. The terms under which you are providing consent (for example this document) will be available for you to read at the time of signing up. You can withdraw this consent at any time by contacting support@off-you-go.com or writing to us at the address provided above.

What marketing communications can you expect from us

Where we have consent or a legitimate interest to do so, we may use your personal information to contact you via email, social media or text message for the following:

- To tell you more about our services.
- To provide you with information relating to a purchase you have made with us. For example, other associated products or services that may be of interest to you.
- To tell you more generally about our products, services and events that we think you may be interested in.



The above marketing communications are in addition to transactional messages you may receive from us regarding a purchase, which we will send to you to perform our contractual obligations, such as sending you an email order confirmation.

We will always work to ensure you only receive a reasonable quantity of marketing communications from us and that these are as relevant as possible to you.

We will never share your personal information with any other organisation for the purposes of marketing, unless we obtain your explicit prior consent.

You can withdraw this consent at any time by contacting support@off-you-go.com or writing to us at the address provided above.

How do we ensure your data is kept secure

We value your trust in providing us your Personal Information, thus we are striving to use commercially acceptable means of protecting it. But remember that no method of transmission over the internet, or method of electronic storage is 100% secure and reliable, and we cannot guarantee its absolute security.

We will endeavor to take all reasonable steps to protect your personal data, including the use of encryption technology. However, we cannot guarantee the security of any data you disclose online. You accept the security risks of being and transacting online and will not hold us responsible for any breach of security, unless we have been negligent or in willful default.

All information provided by you will be treated securely and in accordance with the Data Protection Act 1998.

What are your rights when it comes to personal data

- **The right to access your data.**

You have the right to request copies of any personal information we hold about you. Before we release the copies to you, we will need to get proof of identity from you so we can be sure we are giving it to the right person.

- **The right to correct your data**

If you have any changes to your personal data or you think anything we hold about you is incorrect, please let us know so that we can rectify it.

- **The right to erase your data**

You have the right to ask us to delete all the personal information we hold about you. Unless we are required to keep your data for any legal obligations, we will action this request as quickly as possible within 30 days of receiving your request. If you request that we delete your data, we will keep the minimum amount of data required to make sure that you are not contacted by us again.

- **The right to restrict how we use your data**

If you believe that the data we hold about you is inaccurate or we are not using it for the reasons described in this policy, you can request to restrict how we use your personal data.

The right to data portability

You can ask us to send you the personal information we hold about you or to transfer it to a third party. We will provide the data we have in a structured, commonly used and machine-readable format (such as a CSV file) which we will either send directly to you or pass to another data controller at your request.

The right to object

You have the right to object to how we use your personal data. You can opt out of marketing communications at any time by contacting support@off-you-go.com or writing to us at the address provided above.

To make your experience with us the best it can be, we try to personalise the content and offers we send to you by looking at your purchase and browsing history. If you don't want us to use your personal data for any profiling then please contact us at support@off-you-go.com or writing to us at the address provided above.



Contacting us about personal data

If you wish to exercise any of the rights listed above or have any questions about them, please email us at support@off-you-go.com or writing to us at the address provided above.

Cookie Policy

A cookie is a piece of information that is stored on your computer's hard drive by your web browser, which tracks how you use websites. Like other websites, we use cookies, web beacons and other technologies (we will refer to these collectively as 'cookies' throughout this guide) to improve your on-site experience.

You have the option to either accept or refuse these cookies, and know when a cookie is being sent to your computer. If you choose to refuse our cookies, you may not be able to use some of our services.

To enable us to monitor and improve our website, cookies gather certain aggregated information about you as you browse, including details of your operating system, browser version, domain name and IP address, the URL you visited us from, the URL you go to and the parts of the website you visit.

We use cookies only to store information such as your User ID and your session identifiers and password, to enable us to identify whether you are registered on the website and to shortcut your access to the site and any products. We will only read cookies from the cookie file placed during your web browser's interaction with the website.

We use a variety of cookies on our website, these include: analytical cookies, functionality cookies and targeting and advertising cookies.

Log Data

Whenever you visit our website, we collect information that your browser sends to us that is called Log Data. This Log Data may include information such as your computer's Internet Protocol ("IP") address, browser version, pages of our service that you visit, the time and date of your visit, the time spent on those pages, and other statistics.

Service Providers

We may employ third-party companies and individuals to:

- facilitate our service
- use the service on our behalf
- buy products on your behalf
- perform service-related services
- assist us in analyzing how our website and services are used.

We want to inform our service users that these third parties have access to your Personal Information. The reason is to perform the tasks assigned to them on our behalf. However, they are obligated not to disclose or use the information for any other purpose.

Links to Other Sites

Our Service may contain links to other sites. If you click on a third-party link, you will be directed to that site. Note that these external sites are not operated by us. Therefore, we strongly advise you to review the Privacy Policy of these websites. We have no control over, and assume no responsibility for the content, privacy policies, or practices of any third-party sites or services.

Children's Privacy

When we intend to collect personal information from children, we take additional steps to protect children's privacy, including:

- Notifying parents about our information practices with regard to children, including the types of personal information we may collect from children, the uses to which we may put that information, and whether and with whom we may share that information;
- In accordance with applicable law, and our practices, obtaining consent from parents for the collection of personal information from their children, or for sending information about our products and services directly to their children;



- Limiting our collection of personal information from children to no more than is reasonably necessary to provide with the service their parents have contracted with us;
- Giving parents access or the ability to request access to personal information we have collected from their children and the ability to request that the personal information be changed or deleted.

Changes to This Privacy Policy

We may update our Privacy Policy from time to time. Thus, we advise you to review this page periodically for any changes. We will notify you of any changes by posting the new Privacy Policy on this page. These changes are effective immediately, after they are posted on this page.

The current version of this document was published on 1st February 2021.

Contact Us

If you have any questions or suggestions about our Privacy Policy, do not hesitate to contact us at support@off-you-go.com