



Our Communities Limited - Customer Privacy Notice

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

Our Contact Details:

Telephone - +44 7748 653140

Email - contact@ourcommunities.co.uk

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.
- Payment details (including card or bank information for transfers and direct debits).
- Purchase history.
- Account information, including registration details.
- Marketing preferences

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

- Names and contact details.
- Marketing preferences
- Purchase or viewing history.
- Website and app user journey information
- Records of consent, where appropriate



Lawful Bases:

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

- Consent

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

- Consent

Where we get personal information from:

- People directly

How long we keep information:

Record type	Minimum Retention Period
Client records	3 years
Financial records	6 years
Code	3 years
HR records	6 years
Sales records	3 years
Internal audits	5 years
Management review	5 years
Contracts of Employment	6 years
Corrective actions (ISMS)	2 years
Incidents	2 years

Who we share information with:

Data processors

Vidatec Ltd

This data processor does the following activities for us: Vidatec handle the IT infrastructure, digital solutions and development services.

Other organisations:

- Relevant regulatory authorities



- External auditors or inspectors
- Professional consultants
- Organisations we're legally obliged to share personal information with
- Emergency services (where necessary)

Sharing information outside the UK:

Where necessary, we may transfer personal information outside of the UK. When doing so, we comply with the UK GDPR, making sure appropriate safeguards are in place. Please contact us for more information.

Where necessary, our data processors may share personal information outside of the UK. When doing so, they comply with the UK GDPR, making sure appropriate safeguards are in place. Please contact us for more information.

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:

17 May 2024

