



Cymru Drones Elevate Your Vision

■ UK GDPR COMPLIANT

Customer Privacy Notice

Elevate Your Vision

Cymru Drones
Suite 206, 2nd Floor
Conwy Business Centre
Junction Way, Llandudno Junction
Conwy, LL31 9XX
Tel: 01492 463458
Effective: 13 April 2026

Introduction & Contact Details

ABOUT THIS NOTICE

This privacy notice tells you what to expect us to do with your **personal information**. It explains what data we collect, how we use it, and your rights under UK data protection law.

REGISTERED NAME

Cymru Drones

Effective: 13 April 2026



We are committed to protecting your personal data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

CONTACT DETAILS



REGISTERED OFFICE

Suite 206, 2nd Floor
Conwy Business Centre
Junction Way, Llandudno Junction
Conwy, LL31 9XX



TELEPHONE

01492 463458



EMAIL

info@cymrudrones.com

What Information We Collect & Why

PRODUCTS & SERVICES

- Names and contact details
- Payment details (card/bank)
- Transaction data
- Website user information

MARKETING & UPDATES

- Names and contact details

CLIENT ACCOUNTS

- Names and contact details
- Purchase or service history
- Account information
- Registration details

LEGAL COMPLIANCE

- Name
- Contact information

CRIME PREVENTION

- Names
- Contact information

Lawful Bases & Data Protection Rights

UK GDPR LAWFUL BASES

Under UK data protection law, we must have a **"lawful basis"** for collecting and using your personal information. There is a list of possible lawful bases in the **UK GDPR**.

You can find out more about lawful bases and your data protection rights on the ICO's website: ico.org.uk



If you make a request, we must respond to you without undue delay and in any event within one month.

YOUR SEVEN RIGHTS

1**Right of Access**

Ask us for copies of your personal information and details about how we use it.

2**Right to Rectification**

Ask us to correct or complete personal information you think is inaccurate or incomplete.

3**Right to Erasure**

Ask us to delete your personal information in certain circumstances.

4**Right to Restriction of Processing**

Ask us to limit how we can use your personal information.

5**Right to Object to Processing**

Object to the processing of your personal data in certain circumstances.

6**Right to Data Portability**

Ask that we transfer your personal information to another organisation, or to you.

7**Right to Withdraw Consent**

When we use consent as our lawful basis, you may withdraw your consent at any time.

Our Lawful Bases for Data Collection

LAWFUL BASIS: CONSENT



Consent

UK GDPR ARTICLE 6(1)(A)

We have **permission from you** after we gave you all the relevant information. This applies to **all five categories** of data we collect and use.

All of your data protection rights may apply, **except the right to object**.

To be clear, you **do have the right to withdraw your consent at any time**. If you make a request, we must respond without undue delay and within **one month**.

CATEGORIES COVERED



Products & Services

BASIS: CONSENT



Client & Customer Accounts

BASIS: CONSENT



Crime Prevention & Detection

BASIS: CONSENT



Marketing & Information Updates

BASIS: CONSENT



Legal Compliance

BASIS: CONSENT



You have the right to **withdraw your consent at any time**. Contact us using the details provided in this notice to make a data protection rights request.

Data Sources, Retention & Your Rights

DATA SOURCES



Directly From You

All personal information we hold is collected **directly from you** during the course of our business relationship. We do not obtain personal data from third-party sources.


RETENTION PERIOD

DATA KEPT FOR

2

Years

Your personal information is retained for a maximum period of **2 years** from the date of collection, after which it is securely deleted.

 After the retention period expires, all personal data is permanently and securely erased from our systems.

EXERCISE YOUR RIGHTS

- 1 Contact Us** — Submit your data protection request via telephone or email using our contact details.
- 2 We Verify** — We confirm your identity and assess your request against applicable exemptions.
- 3 We Respond** — We action your request without undue delay.

MAXIMUM RESPONSE TIME

One Calendar Month

How to Complain

If you have any concerns about our use of your personal data, you can follow the two-step process below.

1

Contact Cymru Drones

FIRST POINT OF CONTACT

If you have any concerns about our use of your personal data, you can make a complaint **directly to us** using the contact details below.



TELEPHONE

01492 463458



EMAIL

info@cymrudrones.com



ADDRESS

Suite 206, 2nd Floor, Conwy Business Centre
Junction Way, Llandudno Junction, LL31 9XX

2

Escalate to the ICO

IF YOU REMAIN UNHAPPY

If you remain unhappy with how we have used your data after raising a complaint with us, you can also complain to the **Information Commissioner's Office (ICO)**.

INFORMATION COMMISSIONER'S OFFICE

Wycliffe House
Water Lane
Wilmslow, Cheshire
SK9 5AF



ICO HELPLINE

0303 123 1113



ICO WEBSITE

ico.org.uk/make-a-complaint



We will always endeavour to resolve your complaint directly. Please contact us first before escalating to the ICO.



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13 April 2026