



## Privacy Policy

Last updated: 27 November 2025

This Privacy Policy explains how [Collectiva (“we”, “us”, “our”)] collects, uses, and protects your personal information when you visit our website [<https://www.collectiva.co.uk/>], purchase a membership subscription or access our members’ area. We are committed to complying with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

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### I. Who We Are

Data Controller: Collectiva

Address: Nugent House, Blackwater Road, Eastbourne, BN20 7DE

Email: [hello@collectiva.co.uk](mailto:hello@collectiva.co.uk)

We determine the purposes and means of processing your personal data.

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## 2. Personal Data We Collect

We collect the following information when you use our website, subscribe or interact with us:

### A. Information You Provide Directly

- Account information: name, email address, username, password
- Billing information: billing address, postcode
- Payment information: We do not store full card details. Payments are processed securely by our payment provider
  - Payment Processor: [e.g., Stripe]
- Profile information: subscription details, preferences
- Communications: messages, support requests, feedback

### B. Information We Collect Automatically

- IP address
- Browser type and version
- Device information
- Usage data (pages visited, time spent, access times)
- Cookies and similar technologies (see Section 9)

### C. Information from Third Parties

- Payment confirmations from payment providers
- Analytics data from services such as Wix

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## 3. How We Use Your Personal Data

We process your personal data for the following purposes:

**To provide and manage your membership**

- Create and manage your account
- Process subscription payments
- Provide access to the members' area
- Send transactional emails (e.g., payment receipts, subscription renewals, password resets)

### **To improve our website and services**

- Monitor and analyse usage
- Develop new features

### **For security and fraud prevention**

- Authenticate users
- Detect suspicious or illegal activity

### **For legal and compliance purposes**

- Maintain financial and tax records
- Respond to legal requests or law enforcement

### **Marketing Communications (Optional)**

With your consent, we may send newsletters or offers. You can opt out at any time.

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## **4. Legal Bases for Processing**

Under the UK GDPR, we rely on the following legal bases:

- Contractual necessity – to provide your membership and process payments
  - Consent – for marketing communications and non-essential cookies
  - Legitimate interests – website analytics, security, service improvement
  - Legal obligation – accounting, fraud prevention, regulatory compliance
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## **5. How Long We Keep Your Data**

We keep your personal information only as long as necessary:

- Account data: while you remain a member
- Transaction records: 6 years (UK tax law requirement)
- Marketing data: until you withdraw consent
- Technical logs: typically 12–24 months (varies depending on system)

Once no longer required, data is securely deleted or anonymised.

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## **6. Sharing Your Data**

We do not sell your personal data. We may share it with:

### **Service Providers**

- Payment processors (e.g., Stripe)
- Web hosting provider
- Email delivery services
- Analytics providers

These third parties only use data according to our instructions.

### **Legal and Regulatory**

We may disclose data if required to comply with the law or enforce our legal rights.

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## **7. International Data Transfers**

Some of our service providers may operate outside the UK.

Where data is transferred internationally, we ensure protection through:

- UK Adequacy Regulations
- Standard Contractual Clauses (SCCs)
- Other appropriate safeguards required under UK GDPR

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## 8. Your Rights Under UK GDPR

You have the following rights:

- Right to access – request a copy of your data
- Right to rectification – correct inaccurate information
- Right to erasure – request deletion of your data
- Right to restrict processing
- Right to data portability
- Right to object – including to marketing
- Right to withdraw consent at any time
- Right to complain to the Information Commissioner's Office (ICO):  
<https://ico.org.uk/>

To exercise your rights, contact us at [privacy email].

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## 9. Cookies and Tracking Technologies

We use cookies to:

- Enable website functionality
- Remember login sessions
- Analyse website performance
- Support payment processing

### Cookie Types

- Essential cookies – required for login, security, and payments
- Analytics cookies (optional)
- Advertising cookies (if applicable)

You can manage cookies through your browser settings or our cookie banner (if applicable).

A full Cookie Policy can be found here: [Link to Cookie Policy]

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## **10. Security**

We implement appropriate technical and organisational measures to protect your data, including:

- Encrypted connections (HTTPS)
- Secure password storage
- Limited access to personal data
- Regular security updates and monitoring

However, no online system can be 100% secure.

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## **11. Members' Area**

When you subscribe, you gain access to a private members' area.

We process your data to:

- Authenticate your login
- Provide exclusive content
- Track subscription status

Please keep your login details confidential.

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## **12. Children's Privacy**

Our website is not intended for individuals under 18 years old.

We do not knowingly collect data from children.

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## **13. Changes to This Policy**

We may update this Privacy Policy periodically.

The “Last updated” date at the top indicates when it was revised.

Significant changes may be communicated to you by email.

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## **I4. Contact Us**

For questions about this Privacy Policy or your personal data, contact:

Collectiva

Email: [hello@collectiva.co.uk](mailto:hello@collectiva.co.uk)

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