

COLLECTIVA

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.

I. Who We Are

Data Controller: Collectiva

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

Email: hello@collectiva.co.uk

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

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

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.

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

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.

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.

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

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].

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]

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.

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.

12. Children's Privacy

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

We do not knowingly collect data from children.

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.

14. Contact Us

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

Collectiva

Email: hello@collectiva.co.uk
