

# Privacy Policy

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## Introduction and terms

Jarrang Limited (“We” or “us”) are committed to protecting and respecting your personal data and privacy. This privacy policy relates to our use of any personal data we collect from you from any of our services. Whenever you provide such information, we are legally obliged to use your information in line with all applicable laws concerning the protection of personal data; including the Data Protection Act 1998 and 2018 (DPA), and The General Data Protection Regulation 2016 (GDPR) together, and with other subsequent laws “Data Protection Laws”.

## Who we are and how to contact us

For the purpose of the Data Protection Laws, the data controller is Jarrang Limited, registered company number 04715116. If you want to request more information about our privacy policy or information regarding data protection you should contact us using the details provided below:

### FAO: Privacy Officer

Jarrang Limited,

Maritime House, Discovery Quay

Falmouth, Cornwall

United Kingdom

TR11 3XA

Email: [dpm@jarrang.com](mailto:dpm@jarrang.com)

Telephone: 01326 219540 and ask to speak to the Privacy Officer

[Edit](#)

## The data we collect about you

We collect and process Personal Data. We collect, use, store and transfer different kinds of personal data about you

which we have grouped together follows:

1. **Identity Data** includes first name, last name, username or similar identifier and company.
2. **Contact Data** includes billing address, email address and telephone numbers.
3. **Financial Data** includes bank account and payment card details.
4. **Transaction Data** includes details about payments to and from you and other details of products and services you have purchased from us.
5. **Technical Data** includes internet protocol (IP) address, your login data, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform and other technology on the devices you use to access the website.
6. **Profile Data** includes your username and password, purchases or orders made by you, your preferences, feedback and survey responses.
7. **Usage Data** includes information about how you use our website, products and services.
8. **Marketing and Communications Data** includes your preferences in receiving marketing from us.

We also collect, use and share Aggregated Data such as statistical or demographic data for any purpose. Aggregated Data may be derived from your personal data but is not considered personal data in law as this data does not directly or indirectly reveal your identity. For example, we may aggregate your Usage Data to calculate the percentage of users accessing a specific website feature. However, if we combine or connect Aggregated Data with your personal data so that it can directly or indirectly identify you, we treat the combined data as personal data which will be used in accordance with this privacy notice.

We do not collect any Special Categories of Personal Data about you (this includes details about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, information about your health and genetic and biometric data). Nor do we collect any information about criminal convictions and offences.

## If you fail to provide personal data

Where we need to collect personal data by law, or under the terms of a contract we have with you and you fail to provide that data when requested, we may not be able to perform the contract we have or are trying to enter into with you (for example, to provide you with goods or services).

services). In this case, we may have to cancel a product or service you have with us but we will notify you if this is the case at the time.

## How your data will be used

We use information held about you to:

- carry out our obligations arising from any contracts entered into between you and us;
- provide you with information, products or services that you request from us or which we feel may interest you (where you have consented to be contacted for such purposes or where we have identified a Legitimate Interest. In the example of a co-branded event or content download, your details may be shared with the relevant partner so they can also provide you with follow-up information about their products or services);
- to comply with a legal or regulatory obligation; and
- notify you about changes to our services

We also embrace the use of social media and may wish to process any comments made public by you.