

Privacy Policy

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Contact details

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The type of personal information we collect

We collect various types of personal information to enhance user experience and ensure optimal functionality of our services. This includes, but is not limited to, names, email addresses, phone numbers, and other contact details provided during account creation or service inquiries. We may also gather usage data, preferences, and interaction history with our platform. Additionally, information such as IP addresses, device identifiers, and browser types may be collected automatically to improve security and performance. All data collected is handled with strict confidentiality and in compliance with applicable privacy laws and regulations.

How we get your personal information and why we collect it

Most of the personal information we process is provided to us directly by you. We collect your information for several key purposes:

- To deliver and manage our services effectively.
- To offer ongoing customer support and technical assistance.
- To contact you with general or personalized service updates and promotional offers.
- To generate compiled and inferred non-personal data, which we or our partners use to enhance and improve our services.
- To meet legal and regulatory requirements.
- You may withdraw your consent at any time by reaching out to andradaclapa1@gmail.com

We also receive personal information indirectly from social media platforms when you interact with our pages or content, to understand your interests and enhance our engagement strategies.

We may need to share your personal data with various parties, including service providers handling IT and system administration, professional advisers, as well as government authorities that require reporting on our data processing activities. Additionally, your data might be disclosed to third parties involved in the sale, transfer, or merger of our business or assets. We ensure that all these parties uphold stringent security measures and comply with legal obligations, using your data solely for the purposes we specify and following our instructions.

How we store your personal information

Your personal information is stored on our secure servers with standard protection measures. We keep your data only as long as necessary for our services and delete when it's no longer needed or upon request.

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 information.

Your right to rectification - You have the right to ask us to rectify personal information 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 information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at andradaclapa1@gmail.com if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at andradaclapa1@gmail.com

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office

Wycliffe House

Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>