

GDPR Privacy Notice & Consent

Date: 22 Nov. 2022

About KOALABRAIN LTD

KOALABRAIN LTD takes your privacy seriously. That is why we will only use your personal information to provide you with the products and services you have requested, as well as to administer your account. We will not sell or share your information with third-parties you grant us explicit permission to do so, and we will never use your personal data for any reason other than the reasons described within this policy.

About our privacy policy

Our privacy policy outlines your relationship with our company and explains in detail how we use the information that you provide us with.

Name and details of Data Controller

KOALABRAIN LTD is registered in the United Kingdom and registered with the UK's Information Commissioner's Office under the Data Protection Act 2018. Our data controller is B MORTON, and we encourage you to get in touch with any questions you may have about KOALABRAIN LTD.

Our data protection officer can be contacted both through our website koalabrain.com, as well as by post:

71-75 Shelton Street
Covent Garden London
United Kingdom
WC2H 9JQ

Changing your preferences

If you'd like to change your web, contact or marketing preferences, you can do so at any time. Simply contact us at hello@koalabrain.com to request the necessary amendments.

How we do business

KOALABRAIN LTD is committed to upholding and maintaining your personal rights. We operate our business in-line with the European Union's General Data Protection Regulation and observe your rights to change or withdraw your opt-in options at any time. As part of our ongoing commitment to uphold your rights, KOALABRAIN LTD will also extend advice on how you can issue formal complaints to relevant authorities, such as the Information Commissioner's Office.

Sensitive data

KOALABRAIN LTD does not collect any sensitive data about you. Sensitive data refers to (but is not limited to) information about your race or ethnic background, religious or political affiliations, trade union affiliations, sexual orientation, criminal background or health background.

KOALABRAIN LTD. does not seek to collect data on underaged persons and our services are not offered to them.

Who our privacy policy applies to

This privacy policy has been developed to inform users of products and services provided by KOALABRAIN LTD how we use their data. KOALABRAIN LTD is a web services, hosting, and consultancy company and we need to process the data of individuals to offer our products and/or services. Bearing that in mind, our privacy policy applies to any and all individuals registered with us as a user, customer, administrator or in any other capacity.

What information this policy applies to

There is a lawful basis for processing your data, and this section of our privacy policy outlines how this applies to the personal information you provide us with or allow us to collect.

The information this policy applies to includes information that you:

- Provide as part of any registration process
- Provide as part of any campaign creation activity
- Provide in the form of numerical data, metadata or communications
- Give us as part of our ongoing relationship

This policy also applies to information that we:

- Collect relating to how you interact with our website and products
- Must process to complete purchases and other transactions

Consent

Please note that when you submit personal data on our website or through our products or services, you are giving KOALABRAIN LTD your explicit consent that we can use that data in line with our privacy policy.

Opting-out

After giving KOALABRAIN LTD your consent, you are free to amend your consent or withdraw

your consent at any time. You have the right to object to the processing of your data. To opt-out, change your preferences or revoke your consent, simply contact us by emailing hello@koalabrain.com.

Data processing and storage

KOALABRAIN LTD collects and stores data in the UK and EU. KOALABRAIN LTD collects the data outlined in the below table, which also outlines the retention periods, reason, and legal basis for collecting said data.

KOALABRAIN LTD only uses personal data for the reasons in which we have collected. We will only ever use your personal data for another reason if we reasonably consider another purpose in which to use that data which is compatible with the original reason in which the data was collected.

If we are required to make such a decision, we will always notify you. We may also at times be required by law to process your personal data without your knowledge.

To find out more about the reasoning behind any decision KOALABRAIN LTD has made to process your data for a new purpose, get in touch.

KOALABRAIN LTD stores data relating to transactions, payments and orders for a period of up to seven years. This period may be extended under certain circumstances as part of our ongoing commitment to comply with UK and international law.

We use carefully selected and recognised third-parties to help us take payments, provide commerce services, manage company accounts and send notifications and communications, and provide other functionality. Some of these third-parties may operate outside the European Union.

KOALABRAIN LTD may process your data based on more than one legal ground.

KOALABRAIN LTD may be required to share your personal data with carefully selected third-parties for the identified processing purposes.

All third parties to which we transfer data are required to respect your personal data, keep it secure and process it only for the specified purposes for which it has been collected. Third parties will only ever receive or process your data with our explicit permission.

Some of this data hosting or processing may take place outside of the EU depending on the location of the third-party recipient's infrastructure. This information can be found in the relevant third-party's terms in the table below.

Reason for processing	Categories of data subjects	Data category	3rd Party recipients data may be shared with	Data Retention criteria	Article 6 legal ground for processing data	Legitimate interests grounds for processing data (if applicable)
Facilitating user accounts	Users/Customers	Contact details		Until account deletion	Consent	
Sending notifications	Users/Customers	Contact details	Amazon Web Services, Inc, Vonage, Inc, Apple, Inc, Google, Inc	For duration of purpose	Consent	
Processing payments	Users/Customers	Bank/Payment details	Stripe, Inc, Paddle.com, Inc	7 years	Consent	
Invoicing	Users/Customers	Bank/Payment details	Freshbooks	7 years	Contract	
Providing hosted services	Users/Customers	Contact details/Business info/Hosted customer data	Amazon Web Services, Inc, DigitalOcean LLC, Cloudflare, Inc	For duration of purpose	Legitimate interest, Consent	Ensuring service quality/availability, user data is hosted with their consent
Service monitoring	Users/Customers	IP Address, location, usage metrics	DigitalOcean, LLC, Functional Software, Inc (sentry.io), Google, Inc	For duration of purpose	Legitimate interest	Ensuring service quality/availability
Communication/Support	Users/Customers	Contact details, communication contents	Microsoft, Inc, Apple, Inc, Gandi SAS	Up to 2 years	Legitimate interest	Responding to communications
Marketing	Users/Customers	Contact details, marketing data	Microsoft, Inc, Google, Inc	Until unsubscribed	Consent	Tailoring product experience to benefit users, contacting users for marketing purposes

Below are the specific terms and data processing agreements for the third parties we may share your data with in the process of providing our services:

3 rd Party	Terms	DPA
Amazon Web Service, Inc.	https://aws.amazon.com/service-terms/	https://d1.awsstatic.com/legal/aws-gdpr/AWS_GDPR_DPA.pdf
Stripe, Inc	https://stripe.com/en-gb/legal/ssa	https://stripe.com/gb/legal/dpa
FreshBooks UK Ltd.	https://www.freshbooks.com/policies/terms-of-service	https://www.freshbooks.com/wp-content/uploads/FreshBooks-Data-Processing-Agreement_2021.pdf
DigitalOcean LLC	https://www.digitalocean.com/legal	https://www.digitalocean.com/legal/data-processing-agreement
Vonage Group	https://www.vonage.co.uk/communications-apis/platform/gdpr/	https://www.vonage.com/legal/data/dpa/
Paddle.com, Inc.	https://www.paddle.com/legal/terms	https://www.paddle.com/legal/gdpr
Google, Inc	https://policies.google.com/terms?hl=en-US	https://cloud.google.com/terms/data-processing-addendum
B. MORTON		
KOALABRAIN LTD		
Microsoft, Inc	https://www.microsoft.com/en-gb/servicesagreement/	https://www.microsoft.com/licensing/docs/view/Microsoft-Products-and-Services-Data-Protection-Addendum-DPA
Apple, Inc.	https://www.apple.com/uk/privacy/	
Gandi SAS	https://www.gandi.net/en-GB/contracts/terms-of-service	
Cloudflare, Inc	https://www.cloudflare.com/website-terms/	https://www.cloudflare.com/cloudflare-customer-dpa/
Functional Software, Inc (sentry.io)	https://sentry.io/legal/	https://sentry.io/legal/dpa/

Marketing and communications

You may receive marketing communications from KOALABRAIN LTD if you have:

- Requested information from us
- Purchased goods or services from us
- Provided us with explicit consent for us to send you marketing communications
- Not opted out of receiving marketing communications

We will always ask for your consent before we share your personal data with any third-parties. You can ask us or any relevant third-parties to cease sending you marketing communications at any time, by emailing us. You should send relevant requests to hello@koalabrain.com.

Please note that if you opt out of receiving marketing communications from KOALABRAIN LTD, your personal data may still be retained as it relates to the provision or purchase of a product and/or service, warranty registration or other transactions.

Our company obligations

As a data controller, KOALABRAIN LTD is legally responsible for the data you provide us with. In honouring that responsibility, we pledge to uphold our commitments under GDPR and the Data Protection Act 2018.

We will only ever use your data:

- In ways that are both fair and legal
- As described within this policy
- In ways that are necessary for the purposes described

In addition, KOALABRAIN LTD processes the personal data you submit to us or we collect as a data processor. As part of this role, KOALABRAIN LTD takes all necessary precautions to secure the personal data we collect, process and store.

We may occasionally use the data you provide us with for marketing, relationship management or account management activities. These activities are designed to ensure you have adequate information about other products and/or services we offer, that we have reason to believe you may be interested in. You have the right to opt-out of these activities at any time.

Third-Parties

KOALABRAIN LTD never shares your personal data with third-parties unless those parties have been explicitly mentioned within our privacy statement.

Our security

As part of our ongoing commitment to GDPR, KOALABRAIN LTD will report any security breaches or attempted breaches to the relevant authorities within 24 hours. We will subsequently contact all those affected by the breach within 72 hours of its occurrence.

Legitimate interests

As part of the Data Protection Act 2018, KOALABRAIN LTD observes the right to share selected information with third-parties that use data for non-marketing purposes. This could include (but is not limited to) organisations that provide credit assessments, identification services and fraud prevention activities.

Individual rights

KOALABRAIN LTD respects your rights. We fully observe your right to access your personal data, to object to the processing of personal data, or to erase, restrict, rectify or port your personal data. Relevant requests can be made by filling out the provided access request form.

Visit us online at koalabrain.com for further details relating to your individual rights.

Information security

KOALABRAIN LTD has implemented a series of security measures to make sure that your

personal data is protected from accidental loss, unauthorised access, alteration or disclosure. KOALABRAIN LTD limits access to your data only to those employees, agents, contractors or other third parties with a legitimate reason to access that information. Those individuals or organisations will only ever process or access your personal data upon our explicit instructions. They are subject to a duty of confidentiality.

Contact us

KOALABRAIN LTD is committed to upholding your rights. If you have any questions, comments or concerns about this privacy policy or wish to exercise your rights in relation to your personal data, please contact hello@koalabrain.com.

We will process any request within 20 days. Subject Access Requests are normally performed free of charge, but we may need to charge individuals for excessive or unreasonable data requests.

Complaints

If you are not happy with how your personal data has been processed, you should contact KOALABRAIN LTD in the first instance by using the contact details listed above. If KOALABRAIN LTD is unable to satisfy your concerns, you have the right to apply to the Information Commissioner's Office for a resolution.

You can contact the Information Commissioner's Office at the following address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
www.ico.org.uk