

Introduction

TriggerAppy Ltd is committed to protecting and respecting your privacy.

This policy details how we will process any personal data or use information we may collect from you, or that you provide to us, in connection with your use of our websites, our mobile apps or our software or other services in general. In order that you understand your rights in relation to data protection, and how we will collect, utilise and process your personal data, we encourage you to read this policy. Should you disagree with this policy then please do not use our websites, apps, or our services.

Information we collect and how to use it

This policy covers all and any data you may provide to us through our Websites, Apps or simply by email, telephone, social media or any other communication channel, or by signing up for any communication service that we may offer such as booking emails or notifications.

Please note that as we work with many partner companies, that your personal information may be provided to us by your employer or by a partner company in the normal course of our business dealings. In order to carry out services which you have sought we may also need to pass your data to our partners, again in the normal course of our business dealings. This will always be done only to facilitate the delivery of services to you that you have sought.

Personal data may also be provided to us by a third party and/or collected from public records in the case of fraud or suspected fraud. In the case of fraud or suspected fraud, we may obtain information from third parties and from public records to prevent and detect fraud.

Technical data needed to operate our services – this includes, but is not limited to, your IP address, device information e.g. Operating system; and device unique IDs, mobile network, hardware configuration, browser type, cookies, search data and other web analytics datasets.

Specific data usage

- So we can accurately identify our user base
- In order to communicate with you
- To be able to provide you with the services that you have sought
- In order that we can create data records to carry out agreed services
- Fraud and other crime – detection and prevention
- Internal reporting and analytical reviews, and business quality reviews
- For business insurance reasons
- To ensure we comply with all necessary legal and regulatory regimes we operate under
- So that we can fulfil customer service tasks across the board
- To be able to review business operations with our partners
- To enable us to tailor services to meet customer requirements
- To be able to ensure our T&Cs are followed

Transfer of your personal data

Your data is only used as described above in the normal function of our business. We never sell, nor otherwise monetise your personal data in any manner. Your data may only be shared with the following in the standard course of our business activities; partner companies or individuals, cloud storage companies, IT services companies to facilitate elements of our services, search and other online agents, our insurance providers, IT support services to help maintain our business as required, fraud prevention agents, government and legal entities as required by law, third parties in the event that any of our business or services are sold or otherwise acquired.

Security and storage of your personal data

We will always take all and any reasonable actions to ensure that your data is held and processed securely and only by authorised individuals, and only in strict accordance with this policy.

That said, ultimately the transmission of information via the internet or email is not completely secure. We will endeavour to protect your personal data, but we cannot guarantee the security of your information transmitted through the Websites, Apps, over email or via our contact centres; any transmission is at your own risk.

If we ever provide you with a link to a third party, it is your responsibility to review their privacy policy before you may decide to use any offering. We cannot be held responsible should you use these links.

We will only store your data for as long as is necessary to meet the business needs and other uses as stated above.

Your data rights and requests

If you would like us to confirm the information we hold about you, please email the request to info@triggerappy.co.uk. At your request the following actions can also be taken.

If any of the data we hold is incorrect you may request that we take action to correct that data.

You may ask us to permanently delete the personal data we hold about you.

In certain scenarios you may also ask us to stop any active processing of your data, except where necessary to safeguard its storage and security. We may challenge this request if we have reasonable and legitimate grounds to do so, or if we are required to do so by a third party with the required authority to bind us.

From time to time we may use your data for marketing purposes, and you will have the right to request that this is stopped.

You have the right to make a complaint to the Information Commissioner's Office regarding the use of your personal data. As we value your rights please consider contacting us directly in the first instance at info@triggerappy.co.uk as we would value the opportunity to put right any complaint you feel you may have suffered as a result of.

As a guiding principle there may be reasons why fulfilling your requests would negatively impact upon other third parties or contradict the wider public interest or where we are bound by regulation, and this may limit your rights accordingly.

Updates

Please check this policy at regular intervals as we may make changes to highlight changing business requirements, or to meet any external obligations we may be bound by.