

# ValidStay Limited Privacy Policy

## **Our contact details**

Address: The Gate, Keppoch Street, Cardiff, Wales, CF24 3JW

Phone Number: 020 3627 6571

E-mail: [enquiries@validstay.co.uk](mailto:enquiries@validstay.co.uk)

## **The type of personal information we collect**

We currently collect and process the following information:

- First Name, Last Name
- Email
- Telephone
- Company Address and publicly available Company Information

## **How we get the personal information and why we have it**

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- Online form via the website
- Collected as part of the sign up process

We use the information that you have given us in order to manage your account and keep in contact with you.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

**(a) Your consent. You are able to remove your consent at any time. You can do this by contacting us via email.**

**(b) We have a contractual obligation.**

**(c) We have a legal obligation.**

**(d) We have a legitimate interest.**

## **How we store your personal information**

Your information is securely stored in an encrypted database.

We keep information for the duration of your contract and 12 months after deciding to leave our services. We will then dispose your information by removing all information from our database.

## **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 [enquiries@validstay.co.uk](mailto:enquiries@validstay.co.uk) 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 [enquiries@validstay.co.uk](mailto:enquiries@validstay.co.uk)

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>