

GDPR Privacy Policy

1. Introduction

IntroEase Ltd ("we", "us", "our") is committed to protecting and respecting your privacy. This policy explains how we collect, use, disclose, and safeguard your information when you use our services as a UK-based live-in introduction agency. This policy complies with the General Data Protection Regulation (GDPR) and other relevant legislation.

2. Data Controller

IntroEase Ltd
Unit 8, Marchmont Gate Boundary Way, Hemel Hempstead, HP2 7BF
admin@introease.co.uk
01727 238 040

3. Data Collection

We collect personal data to provide and improve our services. The data we collect may include:

- **Personal Identification Information:** Name, date of birth, gender, nationality.
- **Contact Information:** Email address, phone number, postal address.
- **Profile Information:** Photos, interests, preferences, lifestyle choices.
- **Service Usage Information:** Records of your interactions with us, including details of introductions and feedback.
- **Financial Information:** Payment details, transaction history.

4. Legal Basis for Processing

We process personal data based on the following legal grounds:

- **Consent:** You have given clear consent for us to process your personal data for specific purposes.
- **Contract:** The processing is necessary for a contract we have with you, or because you have asked us to take specific steps before entering into a contract.
- **Legal Obligation:** The processing is necessary for us to comply with the law.
- **Legitimate Interests:** The processing is necessary for our legitimate interests or the legitimate interests of a third party, unless there is a good reason to protect your personal data which overrides those legitimate interests.

5. Use of Data

We use the information we collect for the following purposes:

- To provide and maintain our services.
- To manage your account and provide customer support.
- To facilitate introductions and improve our matching process.
- To send you notifications and communications about our services.
- To process payments and manage transactions.
- To comply with legal and regulatory obligations.
- To analyse and improve our services.

6. Data Sharing and Disclosure

We do not sell or trade your personal data. We may share your data with third parties in the following circumstances:

- **Service Providers:** We may share your data with third-party service providers who perform services on our behalf.
- **Legal Requirements:** We may disclose your data if required by law or in response to valid requests by public authorities.
- **Business Transfers:** In the event of a merger, acquisition, or asset sale, your personal data may be transferred.

7. Data Security

We have implemented appropriate technical and organisational measures to protect your personal data against unauthorised access, alteration, disclosure, or destruction. However, please be aware that no security measures are perfect or impenetrable.

8. Data Retention

We will retain your personal data only for as long as necessary to fulfil the purposes for which we collected it, including for the purposes of satisfying any legal, accounting, or reporting requirements.

9. Your Data Protection Rights

Under GDPR, you have the following rights:

- **Access:** You have the right to request copies of your personal data.
- **Rectification:** You have the right to request correction of any information you believe is inaccurate.
- **Erasure:** You have the right to request the erasure of your personal data under certain conditions.

- **Restriction:** You have the right to request restriction of processing your personal data under certain conditions.
- **Objection:** You have the right to object to our processing of your personal data.
- **Data Portability:** You have the right to request the transfer of your data to another organisation or directly to you under certain conditions.

To exercise any of these rights, please contact us at admin@introease.co.uk.

10. Changes to This Policy

We may update this privacy policy from time to time. We will notify you of any changes by posting the new policy on our website. You are advised to review this policy periodically for any changes.

11. Contact Us

If you have any questions about this privacy policy, please contact us at:

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admin@introease.co.uk
01727 238 040

This GDPR Privacy Policy ensures that IntroEase Ltd adheres to the requirements set forth by the General Data Protection Regulation, providing transparency and control over how personal data is handled.