

Decentered Media - Privacy statement

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1 General

Decentered Media Ltd respects and is committed to protecting the privacy of its users, customers, partners and stakeholders in compliance with the EU General Data Protection Regulation (GDPR).

This privacy statement informs our users, customers, partners and stakeholder about how their personal data is processed. To be able to use the services of Decentered Media Ltd, users, customers, partners and stakeholder must accept the terms of this privacy statement.

We will be happy to answer your questions should you require more information about our privacy policy procedures or the processing of your personal data. Our contact details can be found here:

<https://decentered.co.uk/contact/>

2 Data controller and contact information

The data controller of the personal data processed is:

Decentered Media Ltd (hereinafter "Decentered Media" or "we")

Company Number: 12302225

Decentered Media Ltd
148 Harrow Road
Leicester
LE3 OJX

3 What data is collected?

- Data provided by our customers or stakeholders themselves or parties authorised by them
 - Identification data, such as name and title
 - Contact details such as address, email address and telephone number
 - Payment details, such as billing information, contact person, and other billing information
 - Information about service and supply contracts, such as decision-makers, contact persons and their contact details

Providing the above-mentioned information is mandatory for communicating with Decentered Media and using our services. The regular source of data is the information provided by the users themselves, and we may also obtain data from our partners, publicly available sources of information or other available public sources.

4 For what purposes is personal data processed?

Personal data is processed

- For managing customers and stakeholders and maintaining business relationships
- For providing and producing the services provided under the contracts
- For sales and customer services
- For invoicing
- For improving Decentered Media's services

Personal data is processed for the purposes of managing customer relationships between customers and stakeholders and Decentered Media, as well as for the other purposes described above, based on separate, explicit consent from customers and stakeholders or legal obligations.

5 How is personal data protected and stored?

All personal data is protected against unauthorised access and accidental or unlawful destruction, alteration, disclosure, transfer and other unlawful processing.

Decentered Media stores customer details in the UK, the EU or the EEA. The technical security of both systems and servers is in line with good security practices. The servers are protected against hacking and denial-of-service attacks. Unauthorised use of the systems is prevented by means of centralised access control.

We follow good privacy practices when processing personal data and in our technical solutions. All access to personal data is monitored in accordance with good practice.

6 Who processes personal data?

Our users', customers' and stakeholders' personal data can only be accessed by Decentered Media's own employees for the purposes described above. The employees are instructed and trained to process personal data safely.

If necessary, we use trusted contract partners, in which case personal data may be transferred to a third party. The obligations under the GDPR have been taken into account with all partners.

7 Retention of data

We only store personal data for as long as it necessary for the purposes described in the policy. In addition, some personal data may be stored for longer if this is necessary to fulfil the obligations laid down in the law, such as those related to accounting and business between companies and to demonstrate their proper implementation.

At the customer's request, their personal data can be deleted from Decentered Media's systems. The removal is irrevocable, and we cannot recover personal data once it has been deleted.

8 Customer rights

Customers have the right to

- Obtain a copy of their personal data
- Ask for their personal data to be rectified or deleted
- Request a processing restriction or object to the processing of their personal data under certain circumstances

In addition, if the processing is based on separate consent, customers have the option of withdrawing their consent. This, however, does not affect the lawfulness of the processing of data carried out before the withdrawal of consent. You can change your consent by contacting us. The request must be sufficiently specific so that we can verify your identity. We will notify you if we are unable to complete any part of your request, such as deleting any information that we have a statutory obligation or right to retain.

9 How to make a request for personal data in the system

You can request to see your personal data stored in Decentered Media's systems by contacting us. Our contact details can be found here:

<https://decentered.co.uk/contact/>

10 Disclosure of personal data to third parties

We will disclose your personal data to third parties when it is necessary to ensure relevant and high-quality services. If necessary, we also provide authorities with our customers' personal data. We will always inform customers of any request for their personal data if it is permitted under the law.

We provide third parties with the following information:

- Name and contact details of people who visit the business premises for the purposes of statistics and reporting
- Customers' names and contact details for analysing customer satisfaction surveys carried out by a third party
- Name, title, contact details and purchase and sales transactions of the parent company's customers and subcontractors
- Contract and billing information for financial management and auditing

Decentered Media guarantees the high level of data security and protection stipulated by the GDPR when processing and transferring personal data.

11 Reviewing the privacy statement

We reserve the right to change this privacy statement if so required due to changes in the services or legislation. Registered customers will be notified of any significant changes to the privacy statement when the terms are updated.