

## **Continue Technologies Limited Privacy Policy**

Last updated: 12th September 2023

Our contact details

Name: Continue Technologies Limited

Address: 2-7 Clerkenwell Green, Clerkenwell, London, EC1R 0DE

E-mail: [hello@continue.co](mailto:hello@continue.co)

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

We currently collect and process the following information:

- Session statistics
- Approximate geolocation
- Browser and device information
- Name
- Email address

### **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:

- We receive your name and email address when you contact us either via chat. We need this information to provide the requested service;
- We also receive personal information indirectly, from the following sources in the following scenarios:
  - Google analytics;
  - Session statistics;
  - Approximate geolocation;
  - Browser and device information;

We use this information to create a better experience for our website visitors.

We do not share your data with any third-party.

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

Your consent. You can remove your consent at any time. You can do this by contacting [hello@continue.co](mailto:hello@continue.co)

### **How Long We Store Personal Data**

- User data will be stored until the purpose the data was collected for has been achieved;
- You will be notified if your data is kept for longer than this period;

### **How We Protect Your Personal Data**

In order to protect your security, we use the strongest available browser encryption and store all

of our data on servers in secure facilities. All data is only accessible to our employees. Our employees are bound by strict confidentiality agreements and a breach of this agreement would result in the employee's termination.

While we take all reasonable precautions to ensure that user data is secure and that users are protected, there always remains the risk of harm. The Internet as a whole can be insecure at times and therefore, we are unable to guarantee the security of user data beyond what is reasonably practical.

### **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 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 [hello@continue](mailto:hello@continue) 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.

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>