

Font Enterprises Ltd. Privacy Policy

Version of 24 May 2018

Our privacy obligations

Font Enterprises Ltd. (hereinafter the Company) is governed by the UK Data Protection Act 1998, which regulates how personal information is handled by the Company.

'Personal information' means information or an opinion about an identified individual, or an individual who is reasonably identifiable. The Company's privacy policy applies to personal information collected and/or held by Freelancer.

This Privacy Policy also explains how we process 'personal data' about people in the European Union (EU), as required under the General Data Protection Regulation (GDPR).

We will review this policy regularly, and we may update it from time to time.

The types of information we collect and hold

We collect personal information about our users in order provide our services and keep our participants safe. Such information may be collected via paper forms, notes made during in-person meetings, our website or the telephone.

Not all information requested, collected, and processed by us is "Personal Information" as it does not identify you as a specific natural person. This will include previously personal information that has since been anonymised.

Where personal information is being collected, details will be given in relation to how long such information will be held for, or held for a maximum of three years from the last time you use our services or are in contact with us.

In some situation users may provide us with personal information without us asking for it, or through means not intended for the collection of particular types of information. Whilst we may take reasonable steps to protect this data, the user will have bypassed our systems, processes, and control and thus the information provided will not be governed by this privacy policy.

In some situations, users may provide us personal information over platforms that are outside our control, for example through social media or forums. Whilst any information collected by us is governed by this Privacy Policy, the platform by which it was communicated will be governed by its own Privacy Policy.

How we collect personal information

While you use our products and services you may be asked to provide certain types of personal information. This might happen through our website, online chat systems, telephone, paper forms, or in-person meetings. We will give you a Collection Notice at the time, to explain how we will use the personal information we are asking for. The notice may be written or verbal.

We may request, collect, or process the following information:

- **Personal details:** name, date of birth.
- **Contact Details** - email address, phone number, emergency contact details.
- **Location Details** - physical address, billing address, time zone.
- **Identity Details** - full name, proof of identity (e.g. driving licence, passport), proof of address (e.g. utility bill), photograph of the user.
- **Health information:** health conditions, disabilities, medical history, medications and treatments, lifestyle habits.

How we use your personal information

The information we request, collect, and process is primarily used to provide users with the product or service they have requested. More specifically, we may use your personal information for the following purposes:

- To provide the service or product you have requested;
- To answer enquiries about our services, or to respond to a complaint;
- To promote our other programs, products or services which may be of interest to you (unless you have opted out from such communications);
- To conduct data analysis, research and otherwise build and improve our platforms;
- To comply with legal and regulatory obligations;
- If otherwise permitted or required by law; or
- For other purposes with your consent, unless you withdraw your consent for these purposes.

When we disclose personal information

Our third-party service providers

The personal information of users may be held or processed on our behalf outside the UK, including 'in the cloud', by our third-party service providers.

Our third-party service providers include:

- Cloud hosting, storage, networking and related providers
- SMS providers
- Payment and banking providers

Other disclosures and transfers

We may also disclose your personal information to third parties for the following purposes:

- If necessary to provide the service or product you have requested;
- We receive court orders, subpoenas or other requests for information by law enforcement;
- If otherwise permitted or required by law; or
- For other purposes with your consent.

Accessing and correcting your personal information

All individuals who are the subject of personal data held by the Company are entitled to:

- Ask what information the company holds about them and why
- Ask how to gain access to a copy of it
- Be informed of how to keep it up-to-date
- Be informed of how the company is meeting its data protection obligations

You also have the right to:

- Opt out of marketing
- To request that all personal information held about you be erased. In this case, we will no longer be able to provide you with our services

If an individual contacts the Company requesting this information, this is called a subject access request.

Subject access requests from individuals should be made by email, addressed to **info@fontfit.co.uk**, or by post, addressed to:

Attn: Data Controller
1A Kennington Road
London
SE1 7QP

Individuals will be charged £10 per subject access request.

The data controller may delay complying with a subject access request if he or she reasonably requires more information regarding the identity of the applicant; data may not be disclosed until the data controller is confident that the identity of the applicant corresponds to the subject of the access request, and the £10 charge has been received. The applicant's identity can be confirmed by any reasonable means, and the level of checks made by the data controller may well depend on the possible harm and distress which inappropriate disclosure of the information could cause to the individual concerned.

The data controller will aim to provide the relevant data within 40 days.

If you are in the European Union, you can choose to instead lodge a complaint with your local Data Protection Authority (DPA). The list of DPAs is at http://ec.europa.eu/justice/article-29/structure/data-protection-authorities/index_en.htm.