

# compliancepigeon.

## Privacy Policy

**Version:** 1.0

**Last updated:** 3<sup>rd</sup> January 2026

This Privacy Policy explains how Compliance Pigeon Limited collects, uses, stores, and protects personal data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

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### 1. Identity and Contact Details of the Data Controller and Privacy Officer

Compliance Pigeon Limited is an Information Governance consultancy and auditing organisation. We are committed to protecting and respecting your privacy and to complying with the UK General Data Protection Regulation (UK GDPR), the EU General Data Protection Regulation (EU GDPR), and the Data Protection Act 2018.

Compliance Pigeon Limited acts as the **Data Controller** for the personal data we process. We have appointed a **Privacy Officer**, who can be contacted at:

**Email:** [privacy@compliancepigeon.com](mailto:privacy@compliancepigeon.com)

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### 2. Purpose of Processing and Lawful Basis

Compliance Pigeon Limited processes personal data only where there is a lawful basis to do so under Article 6 of the UK GDPR.

We process personal data for the following purposes and lawful bases:

- **Legitimate interests** – where processing is necessary for business operations, responding to enquiries, service improvement, and marketing similar services to existing customers.
- **Consent** – where you have explicitly opted in to receive marketing communications.
- **Contractual necessity** – where processing is required to deliver services, fulfil contracts, or provide access to agreed benefits.
- **Legal obligation** – where processing is required to comply with applicable laws or regulatory requirements.

You may withdraw your consent to marketing communications at any time. This will not affect the lawfulness of processing carried out before consent was withdrawn.

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### 3. Legitimate Interests

Where we rely on legitimate interests as our lawful basis, we have carried out an assessment to ensure our interests do not override your rights and freedoms.

We rely on legitimate interests to: - Communicate with existing customers about similar services - Improve our services and platform functionality - Ensure effective delivery of our contractual obligations - Maintain business records and operational efficiency

You have the right to object to processing based on legitimate interests at any time.

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### 4. Information We Collect

We may collect and process the following categories of personal data:

- **Identity and contact data** – name, address, email address, telephone number
- **Account and correspondence data** – enquiries, communications, and service records
- **Technical data** – IP address, browser type, operating system, and usage data
- **Compliance tool data** – information submitted through our compliance checker tools

We only collect data that is relevant, adequate, and limited to what is necessary for the purposes outlined in this policy.

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### 5. Recipients of Personal Data

Personal data may be shared with trusted service providers such as CRM systems, hosting providers, IT partners, payment processors, and regulatory authorities where required.

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### 6. International Data Transfers

Some systems require transfers of personal data outside the UK or EEA. Appropriate safeguards are in place.

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## 7. Data Retention

We retain personal data for **five (5) years** following the last meaningful interaction with you, unless a longer retention period is required by law, regulation, or contractual necessity.

Once the retention period expires, personal data is securely deleted or anonymised.

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## 8. Your Rights

Under the UK GDPR, you have the following rights in relation to your personal data:

- The right to be informed
- The right of access
- The right to rectification
- The right to erasure (where applicable)
- The right to restrict processing
- The right to data portability
- The right to object
- Rights related to automated decision-making and profiling

To exercise any of these rights, please contact [privacy@compliancepigeon.com](mailto:privacy@compliancepigeon.com). We aim to respond without undue delay and within one month, in line with statutory requirements.

You also have the right to lodge a complaint with the Information Commissioner's Office (ICO).

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## 9. IP Addresses

We may collect IP addresses and technical data for system administration and analytics.

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## 10. Cookies

We use cookies to enhance functionality. Please refer to our Cookie Policy for details.

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## 11. Marketing Communications

You may unsubscribe from marketing communications at any time. Transactional communications will still be sent where necessary.

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## 12. Changes to This Privacy Policy

We may update this policy periodically. Significant changes will be communicated clearly.

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## 13. Contact

Questions regarding this Privacy Policy can be directed to [privacy@compliancepigeon.com](mailto:privacy@compliancepigeon.com).