

Change.co.uk Privacy Policy

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(Last Updated: June 17, 2025)

1. Overview

Change.co.uk is committed to safeguarding your privacy. This Privacy Policy explains how we collect, use, and share your personal data in accordance with the General Data Protection Regulation (GDPR), the California Consumer Privacy Act (CCPA), and other applicable data protection laws. By using our platforms-including the Change Website and Change Mobile Application-you agree to the practices outlined in this Privacy Policy.

2. Mobile Application Linking

The Change Mobile Application may redirect you to the Change Website without notice. Upon doing so, the Change Mobile Application may also sign you in on the Change Website to any accounts currently signed in to on the Change Mobile Application. This may affect your browser cookies, cache and experience.

3. Social Media and Client Content

Change.co.uk may engage with, promote, or re-share public client content across its official social media accounts. Content shared with us or tagged under our brand may be used for marketing and promotional purposes unless explicitly requested otherwise. We adhere to each platform's privacy guidelines and will promptly remove any content upon written request to admin@change.co.uk.

4. Personal Data We Collect

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We collect various types of personal information to provide and improve our services. This includes:

- Name, email address, telephone number, postal address
- Account and login information
- Payment information (handled by Stripe, not stored by us)
- IP address, device identifiers, browser information, and geolocation
- Social media handles and public content
- Any other data voluntarily submitted through forms or communications

5. How We Collect Data

We collect personal data in the following ways:

- Directly from you through forms, registration, purchases, or communication
- Automatically through cookies and tracking technologies
- From third-party platforms, such as social networks and analytics services

6. Cookies and Tracking Technologies

We use cookies and similar technologies to enhance your experience on our platforms. Cookies help us analyze usage, remember preferences, deliver targeted ads, and maintain session data. You may disable cookies in your browser, though doing so could affect site functionality.

7. How We Use Your Information

We use your data to:

- Provide, manage, and personalize our services
- Process payments and send confirmations
- Respond to support inquiries
- Conduct analytics and improve our platform

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- Promote our products via marketing communications
- Detect and prevent fraud or illegal activity
- Fulfill legal obligations

8. Sharing of Information with Third Parties

We may share your data with trusted third parties for the purposes listed above.

These may include:

- Payment processors (e.g., Stripe)
- Hosting and technical support services
- Marketing partners and advertising networks
- Legal authorities when required by law

All third parties are required to implement adequate data protection measures.

9. Data Retention

We retain personal data only as long as necessary to fulfill the purposes for which it was collected, or as required to comply with legal, regulatory, tax, or accounting obligations. When no longer needed, your data is securely deleted or anonymized. If complete deletion is not immediately possible (e.g., due to backups), we will isolate it from further processing until deletion is feasible.

10. Your Rights Under GDPR and CCPA

As a data subject, you have the right to:

- Access the personal data we hold about you
- Correct inaccuracies in your data
- Request deletion (right to be forgotten)
- Restrict or object to data processing

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- Withdraw consent at any time
- Request a portable copy of your data
- File a complaint with a data protection authority

For California residents, you may also:

- Request categories and specific pieces of personal information collected
- Know if your data is sold or disclosed
- Opt out of the sale of personal data

11. Data Security

We implement industry-standard security measures including encryption, firewalls, and secure data storage to protect your data. However, no system can be 100% secure, and we cannot guarantee the security of your data during transmission or while stored. Users are responsible for maintaining the confidentiality of their login credentials.

12. International Data Transfers

If we transfer your data outside the European Economic Area (EEA), we ensure appropriate safeguards are in place, such as Standard Contractual Clauses or transfers to countries deemed to have adequate protection levels. You may contact us to learn more about specific safeguards used.

13. Contact and Complaints

If you have questions or complaints about this privacy policy or our handling of your data, please contact our Data Protection Officer:

Email: admin@change.co.uk

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You also have the right to lodge a complaint with a data protection authority if you believe your rights have been violated.

14. Changes to This Policy

We may update this Privacy Policy from time to time. When we do, we will revise the 'Last Updated' date at the top. If material changes are made, we will provide notice via the website or direct communication. Continued use of our services constitutes your acceptance of any updated terms.