

star-match.com

Privacy Policy

NOTICE: This Privacy Policy will come into force on 25th May, 2018.

star-match.com cares about your privacy. For this reason, we collect and use personal data only as it might be needed for us to deliver our website. Your personal data includes information such as:

- Name (as supplied by you on registration)
- Date of birth
- Email address
- Your place of birth.

Our Privacy Policy is intended to describe to you how and what data we collect, and how and why we use your personal data. It also describes options we provide for you to access, update or otherwise take control of your personal data that we process.

If at any time you have questions about our practices or any of your rights described below, you may reach our Data Protection Officer by contacting us at admin@star-match.com. This inbox is actively monitored and managed so that we can deliver an experience that you can trust.

What information do we collect?

We collect information so that we can provide the best possible experience when you utilize our Service. Much of what you may consider to be personal data is collected directly from you when you either:

- (1) created an account or purchased any of our Services (for example: billing information, including name, address, credit card number, government identification);
- (2) requested assistance from our support team;

However, we also collect additional information when delivering our Services to you to ensure necessary and optimal performance. These methods of collection may not be as obvious to you, so we wanted to highlight and explain below a bit more about what these might be (as they vary from time to time) and how they work:

Account related information is collected in association with your use of our Services, such as account number, purchases, when products renew or expire, information requests, and customer service requests and notes or details explaining what you asked for and how we responded.

Cookies and similar technologies on our website. We do not use cookies or any other digital device to track your progress around the internet.

Data about Usage of Services is automatically collected when you use and interact with our Services, including metadata, log files, cookie/device IDs and location information. This information includes specific data about your interactions with the features, content and links (including those of third-parties, such as social media plugins) contained within the Services, Internet Protocol (IP) address, browser type and settings, the date and time the Services were used, information about browser configuration and plugins, language preferences and cookie data, information about devices accessing the Services, including type of device, what operating system is used, device settings, application IDs, unique device identifiers and error data, and some of this data collected might be capable of and be used to approximate your location.

Supplemented Data may be received about you from other sources, including publicly available databases or third parties from whom we have purchased data, in which case we may combine this data with information we already have about you so that we can update, expand and analyze the accuracy of our records, identify new customers, and provide products and services that may be of interest to you. If you provide us personal information about others, or if others give us your information, we will only use that information for the specific reason for which it was provided to us.

How we use information.

We strongly believe in both minimizing the data we collect and limiting its use and purpose to only that (1) *for which we have been given permission*, (2) *as necessary to deliver the Services you purchase or interact with*, or (3) *as we might be required or permitted for legal compliance or other lawful purposes*. These uses include:

Delivering, improving, updating and enhancing the Services we provide to you. We collect various information relating to your purchase, use and/or interactions with our Services. We utilize this information to:

- Improve and optimize the operation and performance of our Services (again, including our websites and mobile applications)
- Diagnose problems with and identify any security risks, errors, or needed enhancements to the Services
- Detect and prevent fraud and abuse of our Services and systems
- Collecting aggregate statistics about use of the Services
- Understand and analyze how you use our Services and what products and services are most relevant to you.

Often, much of the data collected is aggregated or statistical data about how individuals use our Services, and is not linked to any personal data, but to the extent it is itself personal data, or is linked or linkable to personal data, we treat it accordingly.

Sharing with trusted third parties. We may share your personal data with affiliated companies within our corporate family, with third parties with which we have partnered to allow you to integrate their services into our own Services, and with trusted third party service providers as necessary for them to perform services on our behalf, such as:

- Processing credit card payments
- Serving advertisements
- Performing analysis of our Services and customers demographics
- Communicating with you, such as by way of email or survey delivery
- Customer relationship management.

We only share your personal data as necessary for any third party to provide the services as requested or as needed on our behalf. These third parties (and any subcontractors) are subject to strict data processing terms and conditions and are prohibited from utilizing, sharing or retaining your personal data for any other purpose than as they have been specifically contracted for (or without your consent). One of these organisations is Braintree Payments, a service of PayPal, who can be contacted at <https://www.braintreepayments.com/en-gb/contact>. (Payment Services are provided by PayPal (Europe) S.à r.l. et Cie, S.C.A., Société en Commandite par Actions. Registered office: 22-24 Boulevard Royal, L-2449, Luxembourg, R.C.S. Luxembourg B 118 349.

- Email
- Text (SMS) messages
- Telephone calls
- Automated phone calls or text messages.

Transfer of personal data abroad. If you utilize our Services from a country other than the country where our servers are located, your communications with us may result in transferring your personal data across international borders. Also, when you call us or initiate a chat, we may provide you with support from one of our global locations outside your country of origin. In these cases, your personal data is handled according to this Privacy Policy.

Compliance with legal, regulatory and law enforcement requests. We cooperate with government and law enforcement officials and private parties to enforce and comply with the law. We will disclose any information about you to government or law enforcement officials or private parties as we, in our sole discretion, believe necessary or appropriate to respond to claims and legal process (such as subpoena requests), to protect our property and rights or the property and rights of a third party, to protect the safety of the public or any person, or to prevent or stop activity we consider to be illegal or unethical.

To the extent we are legally permitted to do so, we will take reasonable steps to notify you in the event that we are required to provide your personal information to third parties as part of legal process. We will also share your information to the extent necessary to comply with ICANN or any ccTLD rules, regulations and policies.

Website analytics. We use multiple web analytics tools provided by service partners such as Google Analytics, MixPanel and Singular to collect information about how you interact with our website or mobile applications, including what pages you visit, what site you visited prior to visiting our website, how much time you spend on each page, what operating system and

web browser you use and network and IP information. We use the information provided by these tools to improve our Services. These tools place persistent cookies in your browser to identify you as a unique user the next time you visit our website. Each cookie cannot be used by anyone other than the service provider (ex: Google for Google Analytics). The information collected from the cookie may be transmitted to and stored by these service partners on servers in a country other than the country in which you reside. Though information collected does not include personal data such as name, address, billing information, etc., the information collected is used and shared by these service provider in accordance with their individual privacy policies.

Targeted advertisements. Targeted ads or interest-based offers may be presented to you based on your activities on our webpages, and other websites, and based on the products you currently own. These offers will display as varying product banners presented to you while browsing. We also partner with third parties to manage our advertising on our webpages and other websites. Our third party partners may use technologies such as cookies to gather information of such activities in order to provide you with advertising based upon your browsing activities and interests, and to measure advertising effectiveness. If you wish to opt out of interest-based advertising click [here](#) [or if located in the European Union click [here](#)]. Please note you may continue to receive generic ads.

Third-party websites. Our website and our mobile applications contain links to third-party websites. We are not responsible for the privacy practices or the content of third-party sites. Please read the privacy policy of any website you visit.

How we secure, store and retain your data.

We follow generally accepted standards to store and protect the personal data we collect, both during transmission and once received and stored, including the use of encryption where appropriate.

We retain personal data only for as long as necessary to provide the Services you have requested. These might include retention periods:

- mandated by law, contract or similar obligations applicable to our business operations;
- for preserving, resolving, defending or enforcing our legal/contractual rights; or
- needed to maintain adequate and accurate business and financial records.

If you have any questions about the security or retention of your personal data, you can contact us at admin@star-match.com.

‘Do Not Track’ notifications.

Some browsers allow you to automatically notify websites you visit not to track you using a “Do Not Track” signal. There is no consensus among industry participants as to what “Do Not Track” means in this context. Like many websites and online services, we currently do not alter our practices when we receive a “Do Not Track” signal from a visitor’s browser. To find out more about “Do Not Track,” you may wish to visit www.allaboutdnt.com.

Age restrictions.

Our Services are available for purchase only for those over the age of 18. Our Services are not targeted to, intended to be consumed by or designed to entice individuals under the age of 18. If you know of or have reason to believe anyone under the age of 18 has provided us with any personal data, please contact us.

Changes in our Privacy Policy.

We reserve the right to modify this Privacy Policy at any time. If we decide to change our Privacy Policy, we will post those changes to this Privacy Policy and any other places we deem appropriate, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we disclose it. If we make material changes to this Privacy Policy, we will notify you here, by email, or by means of a notice on our home page, at least thirty (30) days prior to the implementation of the changes.

Data Protection Authority.

If you are a resident of the European Economic Area (EEA) and believe we maintain your personal data subject to the the General Data Protection Regulation (GDPR), you may direct questions or complaints to our lead supervisory authority, the German Federal Commissioner for Data Protection and Freedom of Information (Die Bundesbeauftragte für den Datenschutz und die Informationsfreiheit), as noted below:

Husarenstraße 30

53117 Bonn, Germany

Phone: +49 228 997799 0; +49 228 81995 0

Fax: +49 228 997799 550; +49 228 81995 550

e-mail: poststelle@bfdi.bund.de

Contact us.

If you have any questions, concerns or complaints about our privacy Policy, our practices or our Services, you may contact our Office of the DPO by email at admin@star-match.com. Alternatively, you may contact us by either of the following means:

- By Mail: Data Protection Officer, Star-match.com, Lintwood, Osmaston, Ashbourne, Derbyshire DE6 1LX, United Kingdom.
- By Phone: 07738434684.

We will respond to all requests, enquiries etc within thirty (30) days.