

# Chelsea Osteo

## Privacy Notice

**At Chelsea Osteo, safeguarding your privacy is paramount.**

This Privacy Policy, in conjunction with our terms of service and any supplementary documents referenced therein, delineates how any personal data collected from you or provided by you will be handled by us. We urge you to carefully review the following to grasp our stance and protocols concerning your personal information and how we intend to manage it. We retain certain fundamental information when you navigate our website and acknowledge the significance of preserving that data securely and informing you about our intended usage.

For compliance with the General Data Protection Regulations 2018, the data controller is ChelseaOsteo Ltd., located at 1A Redcliffe Mews SW10 9JT, London. (registration number 13631498).

This policy exclusively pertains to our website. Periodically, our site may feature links to and from the websites of our affiliates, advertisers, and partner networks. Exiting our site through such links subjects you to the policies of the respective website provider. We lack authority over their policies or website terms, thus we encourage you to review their policies before proceeding to access their site.

**We may gather and process the following personal data about you:**

Information furnished by you when completing forms on our website [www.chelseaosteo.com](http://www.chelseaosteo.com). This encompasses details provided during registration, subscription, or when seeking additional services, such as your

name, email address, physical address, phone number, banking information, profile picture, and, if necessary, supplementary personal details. This data may undergo processing for service provision and communication with you. The legal grounds for this processing encompass consent (when you furnish the information) and our legitimate interests, which include promoting the organisation's services and administering our operations.

Additionally, we may request information when you report any issues with our site. This might entail your name, email address, and even membership particulars. Such information aids in the operation of our website, and the legal basis for this processing is consent.

Should you contact us, we may maintain a record of our correspondence.

We might also request your participation in surveys for research purposes, though your response is voluntary.

## **IP Addresses and Cookies**

We may collect data about your computing device, including, but not limited to, your IP address, operating system, and browser type, for system administration and to furnish aggregated information to our advertisers. This comprises statistical data on our users' browsing activities and patterns, devoid of personal identification, as we do not employ this method to collect personal data.

Through the utilisation of a cookie file stored on your computer's hard drive, we may obtain information about your general internet usage. Cookies contain data transmitted to your computer's hard drive. Our legal basis for this action is our legitimate interest, as cookies aid in enhancing our site and delivering a more tailored service. They facilitate:

- Estimation of our audience size and browsing trends
- Storage of preferences to personalise our site according to your interests

- Acceleration of searches and recognition upon revisiting our site

You have the option to decline cookies by activating the relevant setting on your browser. Nonetheless, opting out may impede access to certain sections of our site. Unless you adjust your browser setting to refuse cookies, our system will issue cookies when you log in to our site.

## **Storage of Your Personal Data**

Certain data we collect may be stored outside the European Economic Area (“EEA”) via Basecamp, an organisational solutions provider. Basecamp is EU privacy shield certified and headquartered in Chicago.

Furthermore, this data might be processed by personnel outside the EEA working for us or our suppliers. These personnel may engage in various tasks, including order fulfilment, payment processing, and support services. By submitting your personal data, you consent to its transfer, storage, or processing. We undertake all feasible measures to ensure your data’s secure treatment and protection in alignment with GDPR principles. All data you provide is stored on our secure servers. Payment transactions are encrypted. If we furnish you with a password for accessing certain sections of our site, you are responsible for safeguarding it. Kindly refrain from sharing your password with anyone.

Regrettably, transmitting data over the internet poses security risks. Despite our best efforts to protect your personal data, we cannot guarantee its absolute security during transmission to our site; such transmission is at your own risk. Upon receiving your information, we employ stringent procedures and security measures to prevent unauthorised access.

## **Utilisation of the Information**

We utilise the information held about you in the following capacities:

- Ensuring optimal presentation of content from our site on your device.
- Providing you with information, products, or services you request or we believe may interest you.
- Fulfilling obligations arising from contracts between you and us.
- Enabling your participation in interactive features of our service, as desired.
- Notifying you about service modifications.

## **Disclosure of Your Personal Data to Third Parties**

We may disclose your personal information to select third parties for the following reasons:

- Compliance with legal obligations necessitating disclosure or sharing of your personal data. This may include sharing data with other entities for fraud prevention and credit risk mitigation purposes.
- Basic information sharing with our professional advisors and service providers.
- Disclosure of your data to EU-based third-party providers of goods or services that may interest you. Both we and these providers may contact you via post or phone. Each third party will furnish you with their privacy policy upon initial contact.

## **Retention of Your Personal Data**

We only retain personal data for the duration required to fulfil its original purpose and any ensuing legal obligations. Member records are retained for eight years post-resignation.

## **Your Rights**

You are entitled to:

- Access your data, including being informed about the data held, processing purposes, and data sharing details.

- Rectify incomplete or inaccurate personal data.
- Request data erasure under certain circumstances, such as when data is no longer necessary for its intended purpose, consent withdrawal, or objection to processing.
- Restrict processing of your data.
- Object to processing of your data.
- Data portability.
- Lodge a complaint with a supervisory authority.
- Withdraw consent.

You may exercise any of these rights concerning your personal data by contacting us at [visit@chelseaosteo.com](mailto:visit@chelseaosteo.com).

## Access to Information

You may request the following information:

- Identity and contact details of the entity determining data processing purposes and means.
- Contact details of the data protection officer (if applicable).
- Processing purpose and legal basis.
- If processing aligns with the organisation's legitimate interests, and relevant details.
- Types of personal data collected, stored, and processed.
- Recipients or categories of recipients to whom data is/will be disclosed.
- Data retention duration.
- Procedures for correcting, erasing, restricting, or objecting to processing.
- Right to withdraw consent at any time.
- Process for filing complaints with the supervisory authority (ICO).
- Clarifying whether the disclosure of personal data is mandated by law, contractually obligated, or indispensable for contract initiation is essential. Additionally, it's important to outline whether individuals are

obligated to provide such data and the potential repercussions of failing to do so.

- If personal data wasn't collected directly from you, we will disclose the original source of the data.
- Any details about automated decision-making processes, including profiling, will be provided along with comprehensive information about the underlying logic, significance, and anticipated consequences of such processing.

### **Accessing personal data requires identification verification.**

ChelseaOsteo Ltd. accepts various forms of ID, including a driving licence, passport, birth certificate, or utility bill not older than three months. A minimum of one piece of photographic ID and a supporting document are necessary. Further information may be requested if the quality of submitted documents is unsatisfactory.

Requests for personal data access should be directed to [visit@chelseaosteo.com](mailto:visit@chelseaosteo.com) or sending a written request to the address provided below.

### **Changes to our Privacy Policy**

Any future changes to the Privacy Policy will be updated on the website, and if necessary, communicated via email. Regularly checking the Privacy Policy page is recommended to stay informed about any updates.

### **Complaints**

In case of dissatisfaction with how personal data is processed, individuals have the right to lodge a complaint with ChelseaOsteo Ltd. If no response is received within 30 days, complaints can be escalated to the ICO.