

Data Privacy Notice

We are Smelter Limited with registered number 09659304 and address 83 Ducie Street, Manchester, England, M1 2JQ. Our Data Protection Lead can be contacted at support@scarlet.ae. We have produced this privacy notice in order to keep you informed of how we handle your personal data when you access our website or use our Scarlet application.

All handling of your personal data is done in compliance with the Data Protection Act 2018 and, if and when applicable, the General Data Protection Regulation (EU) 2016/679 ("**Data Protection Legislation**"). The terms "**Personal Data**", "**Special Categories of Personal Data**", "**Personal Data Breach**", "**Data Controller**", "**Data Processor**", "**Data Subject**" and "**process**" (in the context of usage of Personal Data) shall have the meanings given to them in the Data Protection Legislation. "**Data Protection Lead**" is the title given to the member of staff leading our data protection compliance programme in lieu of a requirement for a Data Protection Officer.

What are your rights?

When reading this notice, it might be helpful to understand that your rights arising under Data Protection Legislation include:

- The right to be informed of how your Personal Data is used (through this notice);
- The right to access any personal data held about you;
- The right to rectify any inaccurate or incomplete personal data held about you;
- The right to erasure where it cannot be justified that the information held satisfies any of the criteria outlined in this policy;
- The right to prevent processing for direct marketing purposes, scientific/historical research or in any such way that is likely to cause substantial damage to you or another, including through profile building; and
- The right to object to processing that results in decisions being made about you by automated processes and prevent those decisions being enacted.

You can exercise your right to access personal data held about you by emailing support@scarlet.ae with the subject line: "Subject Access Request". When you submit a 'subject access request', you will need to provide confirmation of your identity by contacting us using the email address associated with your profile.

This is provided free of charge and our response will be made within thirty (30) days unless our Data Protection Lead deems your request as being excessive or unfounded. If this is the case, we will inform you of our reasonable administration costs in advance and/or any associated delays, giving you the opportunity to choose whether you would like to pursue your request. If you believe we have made a mistake in evaluating your request, please see the section 'Who can you complain to?'

If you have questions about any of the rights mentioned in this section, please contact our Data Protection Lead at support@scarlet.ae.

Who is the Data Controller?

If we have collected your personal data directly from you for our own purposes, we are the Data Controller.

What are the lawful bases for processing personal data?

Under Data Protection Legislation, there must be a 'lawful basis' for the use of personal data. The lawful bases are:

- a) 'your consent';
- b) 'performance of a contract';
- c) 'compliance with a legal obligation';
- d) 'protection of your, or another's vital interests';
- e) 'public interest/official authority'; and
- f) 'our legitimate interests'.

What are Smelter Limited's 'legitimate interests'?

Legitimate interests are a flexible basis upon which the law permits the processing of an individual's personal data. To determine whether we have a legitimate interest in processing your data, we balance the needs and benefits to us against the risks and benefits for you of us processing your data. This balancing is performed as objectively as possible by our Data Protection Lead. You are able to object to our processing and we shall consider the extent to which this affects whether we have a legitimate interest. If you would like to find out more about our legitimate interests, please contact support@scarlet.ae.

About our processing of your data

We might collect, use, store and transfer different kinds of Personal Data about you which we have grouped together as follows:

Identity and Contact Data such as names, usernames, passwords and email addresses.

Please be aware that we do not directly collect or process your **Financial and Transaction Data** such as bank account and payment card information, and have only limited access to it. The third-party payment provider collects, handles and secures such data on our behalf in accordance with their privacy policy.

We may also collect, use and share **Aggregated Data** such as statistical or demographic data. Aggregated Data can be derived from your Personal Data but is not itself Personal Data as it cannot be used to reveal your identity. If Aggregated Data is ever used in combination with your Personal Data and becomes identifiable, it will be treated in accordance with this notice.

Smelter Limited does not collect any **Special Categories of Personal Data** about you or any information about criminal convictions/offences.

Reference	What categories of information about you do we process?	Why are we processing your data?	Where did we get your personal data from?
Client Services	Identity and Contact Data	We process your personal data in order to provide our services to you. This processing is conducted lawfully on the basis of 'performance of a contract'.	Directly obtained from you.
Support Services	Identity and Contact Data	We process your personal data in order to provide you with support where necessary. This processing is conducted lawfully on the basis of 'performance of a contract'.	Directly obtained from you.

What happens if I refuse to give Smelter Limited my personal data?

If your personal data is used for Client Services, your personal information has been collected as part of a statutory obligation arising under Companies Act 2006. Failure to process your data could result in us being unable to fulfil the provision of goods/services. The information about you that we have collected for the performance of our contracts is required in order for us to successfully fulfil our obligations to you. If you choose not to provide the personal data requested, we will not be able to enter into a contract with you to provide the services we offer. If we are already processing your personal information under a contract, you must end our contractual relationship (as/where permitted) in order to exercise some of your rights.

What profiling or automated decision making does Smelter Limited perform?

In order to maintain our subscription page safe from fraud and abuse, we have incorporated the Google reCaptcha tool, which helps us to distinguish between human and automated (for example, via a bot) access to our website.

We do not anticipate this to happen, however, Google reCaptcha may sometimes automatically deny a user access to submitting the form on our subscription page if it deems such user as a potential bot. If this happens to you, please contact us at support@scarlet.ae. In addition, if you are looking for extra information on this, we have linked Google's privacy notice and terms on our subscription page.

How long will your personal data be kept?

Smelter Limited holds different categories of personal data for different periods of time. Wherever possible, we will endeavour to minimise the amount of personal data that we hold and the length of time for which it is held, and delete most of the personal data we hold about you when you delete your account with us. However:

- If we process your data on the basis of 'legitimate interests', we will retain your data for as long as the purpose for which it is processed remains active. We review the status of our legitimate interests every twelve (12) months and will update this notice whenever we determine that either a legitimate interest no longer exists or that a new one has been found.
- All categories of personal data that are held by us because they are essential for the performance of a contract, will be held for a period of six years, as determined by reference to the Limitations Act 1980, or other periods as might be applicable in other jurisdictions for the purposes of exercising or defending legal claims.

Who else will receive your personal data?

Smelter Limited passes your data to the third parties listed in the section 'Third Party Interests' below.

Does your data leave the EU?

Yes. Details are included in the section 'Third Party Interests' below.

Third Party Interests

Data Controllers

Name or Category of Third Party Controller	What processing are we performing for them?	If applicable - who is their representative within the EU?
HMRC, regulatory authorities or other authorities	We are joint Controller with these authorities who require reporting of processing in some situations.	N/A

Our Data Processors

Name or Category of Third Party Processor	Purposes for carrying out processing	If applicable – where does data leaving the EEA go and what safeguards are in place?
Internal technology providers	<p>Software providers, whose services we use in order to manage our business with you.</p> <p>Telephony providers.</p> <p>Office software providers, such as email clients.</p> <p>Website security providers, such as Google reCaptcha</p>	In the interests of providing a quality service, we may use providers located in the United States. These providers bound by the contractual provisions of the EU Commissions model clauses.
Payment Services Providers	<p>We use these processors so that we can take electronic or card payments securely and without the requirement for you to disclose this data to us.</p> <p>As we might change the providers we use from time to time, please contact us if you would like to know the service provider we use at the moment.</p>	In the interests of providing a quality service, we may use providers located in the United States. These providers are bound by the contractual provisions of the EU Commissions model clauses.

Website Security	We may use such providers in order to ensure that our website is protected against fraud and abuse. As we might change the providers we use from time to time, please contact us if you would like to know the service provider we use at the moment.	In the interests of providing a quality service, we may use providers located in the United States. These providers are bound by the contractual provisions of the EU Commissions model clauses.
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Who can you complain to?

In addition to sending us your complaints directly to support@scarlet.ae, you can send complaints to our supervisory authority. As Smelter Limited predominantly handles the personal data of UK nationals, our supervisory authority is the Information Commissioner's Office. If you believe that we have failed in our compliance with data protection legislation, complaints to this authority can be made by visiting <https://ico.org.uk/concerns/>.