



CUSTOMER PRIVACY NOTICE

This Privacy Notice explains how One by Bronte (referred to as "we", "us", or "our"), located at Beaumont House, 2nd Floor, 1b Lambton Road, London, United Kingdom, SW20 0LW, collects, uses, and shares personal information obtained from clients ("you" or "your") in connection with the matchmaking services we provide. We are committed to protecting your privacy and ensuring the confidentiality of your personal information in accordance with UK data protection laws.

Contact Details

- **Telephone:** 07498706397
- **Email:** membership@onebybronte.com

What Information We Collect, Use, and Why

We collect or use the following information to provide and improve products and services for clients:

- Names and contact details
- Addresses
- Gender
- Pronoun preferences
- Occupation
- Date of birth
- Marital status
- Payment details (including card or bank information for transfers and direct debits)
- Usage data (including information about how you interact with and use our website, products, and services)
- Sex life information
- Sexual orientation information

We also collect or use the following personal information for the operation of client or customer accounts:

- Names and contact details
- Addresses
- Account information, including registration details
- Sexual orientation information

We collect or use the following personal information to comply with legal requirements:

- Name
- Contact information
- Identification documents
- Client account information
- Any other personal information required to comply with legal obligations
- Criminal offence data

We collect or use the following personal information to protect client welfare:

- Names and contact information
- Client account information
- Health information
- Sexual orientation information

We collect or use the following personal information for dealing with queries, complaints, or claims:

- Names and contact details
- Address
- Payment details
- Account information
- Customer or client accounts and records
- Correspondence

Lawful Bases and Data Protection Rights

Under UK data protection law, we must have a "lawful basis" for collecting and using your personal information. The lawful bases we rely on include:

To Provide and Improve Products and Services:

- **Consent** – We have permission from you after providing all relevant information. You can withdraw your consent at any time.
- **Contract** – We need to collect or use the information to enter into or carry out a contract with you. You have the right to object, but not the right to data portability in this case.

For the Operation of Client or Customer Accounts:

- **Consent** – We have permission from you. You can withdraw your consent at any time.
- **Contract** – We need to collect or use the information to fulfill our contractual obligations with you.

To Comply with Legal Requirements:

- **Legal Obligation** – We need to collect or use your information to comply with legal requirements. Your rights to erasure, objection, and data portability may be limited.

To Protect Client Welfare:

- **Consent** – We have permission from you. You can withdraw your consent at any time.
- **Vital Interests** – Necessary to protect someone's life. Rights to objection and data portability may not apply.

For Dealing with Queries, Complaints, or Claims:

- **Consent** – We have permission from you. You can withdraw your consent at any time.
- **Contract** – We need to collect or use the information to resolve queries or disputes.
- **Legal Obligation** – We need to collect or use the information to comply with legal obligations. Rights to erasure, objection, and data portability may be limited.

Where We Get Personal Information From

- Directly from you

How Long We Keep Information

We will retain your personal information only for as long as necessary to fulfill the purposes for which it was collected, to comply with legal obligations, or to protect our legitimate interests. Generally, personal data will be kept for a period of six years following the end of our relationship with you, to comply with legal and contractual requirements. After this period, data will be securely deleted or anonymized, except where continued retention is required for legal reasons.

Who We Share Information With

Data Processors:

- **Smartmatch** – Holds your personal data in the CRM system.

Others We Share Personal Information With:

- Professional or legal advisors
- Regulatory authorities
- Organizations we're legally obliged to share personal information with
- Suppliers and service providers

How to Complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the Information Commissioner's Office (ICO):

The ICO's Address: Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline Number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

Last Updated

21 August 2024