

LotteryLink Privacy Policy

Carn Software Ltd

We are committed to protecting personal information which is shared with us. Your personal data is data which by itself or with other data available to us can be used to identify you. We are Carn Software Ltd, the data controller (referred to as 'we', 'us' or 'our' in this Privacy Policy). This data protection statement sets out how we will use any personal data you provide to us. You can contact our Data Protection Officer, Neil Kelly, (DPO) at Carn House, 31 Academy Street, Coatbridge, ML5 3AW if you have any queries. Neil can also be contacted on neil@carnsoftware.co.uk.

We are registered with the Information Commissioner's Office. Our registration number is Z7690606.

The type of personal information we collect

We currently collect and process the following information:

- Personal Identity Data including first, last name & email address.
- Contact Data including email address, postal address and telephone number(s).
- Entry Data including prizes won & account balance.
- Payment Data including date & amount of tickets purchased.

How we obtain your information and why we have it

Most of the personal information we process is provided to us directly by you when using the app, for one of the following reasons:

- To identify you as a user
- To process your application to use our services
- Administration of your relationship with us and provision of service
- Send you information or notifications which you have requested
- Handle enquiries made by you regarding the app
- Security and fraud prevention
- Research & development of our software

We will tell you if providing some of your personal data is optional, including if we ask for your consent to process it. In all other cases you must provide your personal data so we can process it.

We also receive personal information indirectly, from the following sources in the following scenarios:

- We may receive additional or updated personal information from your lottery provider, for the purpose of administration of your relationship with us and provision of service

We may also, subject to applicable data protection laws, share personal information provided by you with the following:

- Your lottery provider
- Our legal and professional advisors
- Our Employees
- Anyone else where we have your consent or as required by law

Under the UK General Data Protection Regulation (UK GDPR), the lawful basis we rely on for processing this information is:

- **Your Consent.** You may remove your consent at any time. You can do this by contacting us using the details provided at the start of this policy. Removing consent will result in cancellation of service provision.

How we store your personal information

Your information is stored on our secure servers.

All electronic transactions on the app are protected by encryption technology. You acknowledge that data transmitted by an internet connection is potentially insecure and its integrity cannot be guaranteed by us.

You are responsible for confidentiality of your password, which will never be requested by us.

Retention of Data

We will keep your personal information for as long as it is necessary to fulfil the purpose for which it was originally collected, including any legal or accounting requirements. This is typically 7 years.

You are entitled to request that your data be deleted, and we will comply with this request where it is legally permissible.

International Data Transfers

We will not transfer your data outside of the UK.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us using the details listed at the start of this policy.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>