

PRIVACY POLICY

BACKGROUND:

LocalValu limited understands that your privacy is important to you and that you care about how your personal data is used. **We** respect and value the privacy of everyone who visits this website, www.Oiyaa.com (“**Our App and Our Site**”) and will only collect and use personal data in ways that are described here, and in a way that is consistent with **Our** obligations and your rights under the law.

Please read this Privacy Policy carefully and ensure that you understand it. Your acceptance of this Privacy Policy is requested and confirmed when you download the Oiyaa app.

1. Definitions and Interpretation

In this Policy the following terms shall have the following meanings:

“ Account ”	means an account required to access and/or use certain areas and features of Our App and Our Site or Oiyaa app and www.Oiyaa.com;
“ Cookie ”	means a small text file placed on your computer or device by Our App or Site when you visit certain parts of Our App or Site and/or when you use certain features of Our App or Site . Details of the Cookies used by Our App or Site are set out in Part 14, below; and
“ Cookie Law ”	means the relevant parts of the Privacy and Electronic Communications (EC Directive) Regulations 2003;

2. Information About Us

Our App and Site is owned and operated by Oiyaa Limited UK Limited company registered in England under company number 12726705.

Registered address: AW House - 6-8 Stuart street Luton United Kingdom,
LU1 2SJ

VAT number: 382 014 619.

Data Protection Officer: Kishan Dhorajiwala

Email address: kishan@oiyaa.com

Telephone number: 0333 772 6155.

Postal address: Harrington House, Milton road, Ickenham, Middx, UB10 8NQ

3. What Does This Policy Cover?

This Privacy Policy applies only to your use of **Our App and Our Site**. **Our App and Our Site** contains links to other websites. Please note that **We** have no control over

how your data is collected, stored, or used by other websites and **We** advise you to check the privacy policies of any such websites before providing any data to them.

4. **What Is Personal Data?**

Personal data is defined by the General Data Protection Regulation (EU Regulation 2016/679) (the “GDPR”) and the Data Protection Act 2018 (collectively, “the Data Protection Legislation”) as ‘any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier’.

Personal data is, in simpler terms, any information about you that enables you to be identified. Personal data covers obvious information such as your name and contact details, but it also covers less obvious information such as identification numbers, electronic location data, and other online identifiers.

5. **What Are My Rights?**

Under the Data Protection Legislation, you have the following rights, which **We** will always work to uphold:

- a) The right to be informed about **Our** collection and use of your personal data. This Privacy Policy should tell you everything you need to know, but you can always contact **us** to find out more or to ask any questions using the details in Part 15.
- b) The right to access the personal data **We** hold about you. Part 13 will tell you how to do this.
- c) The right to have your personal data rectified if any of your personal data held by **us** is inaccurate or incomplete. Please contact **us** using the details in Part 15 to find out more.
- d) The right to be forgotten, i.e. the right to ask **us** to delete or otherwise dispose of any of your personal data that **We** hold. Please contact **us** using the details in Part 15 to find out more.
- e) The right to restrict (i.e. prevent) the processing of your personal data.
- f) The right to object to **us** using your personal data for a particular purpose or purposes.
- g) The right to withdraw consent. This means that, if we are relying on your consent as the legal basis for using your personal data, you are free to withdraw that consent at any time.
- h) The right to data portability. This means that, if you have provided personal data to **us** directly, we are using it with your consent or for the performance of a contract, and that data is processed using automated means, you can ask **us** for a copy of that personal data to re-use with another service or business in many cases.
- i) Rights relating to automated decision-making and profiling. **We** do not use your personal data in this way.

For more information about **Our** use of your personal data or exercising your rights as outlined above, please contact **us** using the details provided in Part 15.

It is important that your personal data is kept accurate and up-to-date. If any of the personal data **We** hold about you changes, please keep **us** informed as long as **We** have that data.

Further information about your rights can also be obtained from the Information Commissioner's Office or your local Citizens Advice Bureau.

If you have any cause for complaint about **Our** use of your personal data, you have the right to lodge a complaint with the Information Commissioner's Office.

We would welcome the opportunity to resolve your concerns ourselves], however, so please contact **us** first, using the details in Part 15.

6. What Data Do You Collect and How?

Depending upon your use of **Our App and Our Site**, **We** may collect and hold some or all of the personal and non-personal data set out in the table below, using the methods also set out in the table. Please also see Part 14 for more information about **Our** use of Cookies and similar technologies. **We** do not collect any 'special category' or 'sensitive' personal data **AND/OR** personal data relating to children **AND/OR** data relating to criminal convictions and/or offences.

Data Collected	How We Collect the Data
Identity Information including name, gender and age range.	Collected by the Oiyaa mobile app
Contact information including telephone number, email, home postcode and work postcode	Collected by the Oiyaa mobile app.
Payment information including card details	Collected by the Oiyaa mobile app.
Profile information including passions, interests, log on information, purchase history and shopping basket history.	Collected by the Oiyaa mobile app.

7. How Do You Use My Personal Data?

Under the Data Protection Legislation, **We** must always have a lawful basis for using personal data. The following table describes how **We** may use your personal data, and **Our** lawful bases for doing so:

What We Do	What Data We Use	Our Lawful Basis
Registering you on Our App and Our Site .	Name, mobile phone number, email,	Name, Mobile and Email address are used for communications with you. Gender, age band, post code is optional however allows us to send you specific messages that should be relevant to you, e.g. Men's health products. Your home

		and work postcodes allow our app to restrict nuisance messages about products and services that are not in a geographic location relevant to your normal life patterns.
Providing and managing your access to Our App and Our Site .	Name, mobile phone number, email,	To enable you to log on with a secure password we need to store it.
Personalising and tailoring your experience on Our App and Our Site .	Gender, home postcode and work post code, passions, interests, purchase history and shopping basket history	Name, Mobile and Email address are used for communications with you. Gender, age band, post code is optional however allows us to send you specific messages that should be relevant to you, e.g. Men's health products. Your home and work postcodes allow our app to restrict nuisance messages about products and services that are not in a geographic location relevant to your normal life patterns.
Supplying Our products AND/OR services to you. In a personal and tailored manner. Administering Our business.	Age band, gender, home postcode and work post code, passions, interests, purchase history and shopping basket history	We aim to provide your with relevant information about things that interest you.
Managing payments for Our products AND/OR services. Supplying Our products AND/OR services to you. In a personal and tailored manner	Age band, gender, home postcode and work post code, passions, interests, purchase history and shopping basket history.	We aim to provide your with relevant information about things that interest you.
Communicating with you Personalising and tailoring Our products AND/OR services for you. Managing payments for Our products AND/OR services.	Phone number and email address	For communication about our products and services and changes to operational standards.
Supplying you with information by email AND/OR post that you have opted-in-to (you may opt-out at any time by changing your preferences in the admin section of the app. Communicating with	Email address, Phone number and email address.	If you complete a survey and opt in to receive further information about the subject of the survey, we will email it to you when available. For communication about our products and services and changes to operational

You Personalising and tailoring Our products AND/OR services for you.		standards.
Supplying you with information by email AND/OR post that you have opted-in-to (you may opt-out at any time by changing your preferences in the admin section of the app Communicating with you.	Email address, Phone number and email address.	If you complete a survey and opt in to receive further information about the subject of the survey we will email it to you when available For communication about our products and services and changes to operational standards.
Supplying you with information by email AND/OR post that you have opted-in-to (you may opt-out at any time by changing your preferences in the admin section of the app	Email address	If you complete a survey and opt in to receive further information about the subject of the survey we will email it to you when available.

With your permission and/or where permitted by law, **We** may also use your personal data for marketing purposes, which may include contacting you by email **AND/OR** telephone **AND/OR** text message **AND/OR** post with information, news, and offers on **Our** products **AND/OR** services. You will not be sent any unlawful marketing or spam. **We** will always work to fully protect your rights and comply with **Our** obligations under the Data Protection Legislation and the Privacy and Electronic Communications (EC Directive) Regulations 2003, and you will always have the opportunity to opt- out. **We** will always obtain your express opt-in consent before sharing your personal data with third parties for marketing purposes and you will be able to opt-out at any time.

We use some automated systems for carrying out certain kinds of communications. If at any point you wish to query any action that **We** take on the basis of this or wish to request 'human intervention' (i.e. have someone review the action themselves, rather than relying only on the automated method), the Data Protection Legislation gives you the right to do so.

The following automated decision-making method(s) may be used:

We may use automated responses to verify information has been received or updated.

We will only use your personal data for the purpose(s) for which it was originally collected unless We reasonably believe that another purpose is compatible with that or those original purpose(s) and need to use your personal data for that purpose. If We do use your personal data in this way and you wish us to explain how the new purpose is compatible with the original, please contact us using the details in Part 15.

If We need to use your personal data for a purpose that is unrelated to, or

incompatible with, the purpose(s) for which it was originally collected, We will inform you and explain the legal basis which allows us to do so.

In some circumstances, where permitted or required by law, We may process your personal data without your knowledge or consent. This will only be done within the bounds of the Data Protection Legislation and your legal rights

8. How Long Will You Keep My Personal Data?

We will not keep your personal data for any longer than is necessary in light of the reason(s) for which it was first collected. Your personal data will therefore be kept for the following periods (or, where there is no fixed period, the following factors will be used to determine how long it is kept):

Type of Data	How Long We Keep It
All the information we collect	This information will only be held whilst your account is open and active. If you terminate your account we will delete the information. If your account is inactive for 2 years we will delete all records pertaining to your account.
We may store your email and mobile number indefinitely in our system so that we may recognise in the future that you have opted out, cancelled or terminated your relationship with us.	In definitely

9. How and Where Do You Store or Transfer My Personal Data?

We will only store or transfer your personal data to a secure cloud based facility.

Please contact **us** using the details below in Part 15 for further information about the particular data protection mechanisms used by **us** when transferring your personal data to a third country.

The security of your personal data is essential to **us**, and to protect your data, **We** take a number of important measures, including the following:

- limiting access to your personal data to those employees, agents, contractors, and other third parties with a legitimate need to know and ensuring that they are subject to duties of confidentiality;
- procedures for dealing with data breaches (the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, your personal data) including notifying you and/or the Information Commissioner's Office where we are legally required to do so;

10. Do You Share My Personal Data?

We will not share any of your personal data with any third parties for any purposes, subject to the following exceptions.

If **We** sell, transfer, or merge parts of **Our** business or assets, your personal data may

be transferred to a third party. Any new owner of **Our** business may continue to use your personal data in the same way(s) that **We** have used it, as specified in this Privacy Policy.

In some limited circumstances, **we** may be legally required to share certain personal data, which might include yours, if we are involved in legal proceedings or complying with legal obligations, a court order, or the instructions of a government authority.

We may share your personal data with other companies in **Our** group for marketing purposes This includes the Business member that introduced you to our App and website as well as our Staff and Contractors who are responsible for communication and service delivery **We** may sometimes contract with the following third parties to supply certain products **AND/OR** services.

Recipient	Activity Carried Out	Sector	Location
Primary Local Loyalty Leader	Responsible for local service delivery, communications, networking and event management. Restricted to your geographical area.	Local and regional Local Loyalty events and promotions.	Local and regional Local Loyalty events and promotions.
Secondary Local Loyalty Leader	Responsible for service delivery, communications, networking and event management within an industry sector.	Industry sector specific to the Secondary Local Loyalty Leader	Anywhere within the UK
Regional Loyalty Leader	Responsible for service delivery, communications, networking and event management within specific region	All sectors	Specific region in the UK
Introducing Business and businesses you have made a purchase from.	May send you special offers relating to their business	All sectors	Specific to the area the business operates in.

If any of your personal data is shared with a third party, as described above, **We** will take steps to ensure that your personal data is handled safely, securely, and in accordance with your rights, **Our** obligations, and the third party's obligations under the law, as described above in Part 9.

If any personal data is transferred outside of the EEA, **We** will take suitable steps in order to ensure that your personal data is treated just as safely and securely as it would be within the UK and under the Data Protection Legislation, as explained

above in Part 9.

If **We** sell, transfer, or merge parts of **Our** business or assets, your personal data may be transferred to a third party. Any new owner of **Our** business may continue to use your personal data in the same way(s) that **We** have used it, as specified in this Privacy Policy.

In some limited circumstances, **we** may be legally required to share certain personal data, which might include yours, if we are involved in legal proceedings or complying with legal obligations, a court order, or the instructions of a government authority.

11. How Can I Control My Personal Data?

11.1 In addition to your rights under the Data Protection Legislation, set out in Part 5, when you submit personal data via **Our App and Our Site**, you may be given options to restrict **Our** use of your personal data. In particular, **We** aim to give you strong controls on **Our** use of your data for direct marketing purposes (including the ability to opt-out of receiving emails from **us** which you may do by unsubscribing using the links provided in **Our** emails and **OR** by managing your Account via the admin section of the app..

11.2 You may also wish to sign up to one or more of the preference services operating in the UK: The Telephone Preference Service (“the TPS”), the Corporate Telephone Preference Service (“the CTPS”), and the Mailing Preference Service (“the MPS”). These may help to prevent you receiving unsolicited marketing. Please note, however, that these services will not prevent you from receiving marketing communications that you have consented to receiving.

12. Can I Withhold Information?

You may access certain areas of **Our App and Our Site** without providing any personal data at all. However, to use all features and functions available on **Our App and Our Site** you are required to submit or allow for the collection of certain data.

You may restrict **Our** use of Cookies. For more information, see Part 14.

13. How Can I Access My Personal Data?

If you want to know what personal data, **We** have about you, you can ask **us** for details of that personal data and for a copy of it (where any such personal data is held). This is known as a “subject access request”.

All subject access requests should be made in writing and sent to the email or postal addresses shown in Part 15. To make this as easy as possible for you, a Subject Access Request Form is available for you to use. You do not have to use this form, but it is the easiest way to tell **us** everything **We** need to know to respond to your request as quickly as possible.

There is not normally any charge for a subject access request. If your request is ‘manifestly unfounded or excessive’ (for example, if you make repetitive requests) a fee may be charged to cover **Our** administrative costs in responding.

We will respond to your subject access request within 14 days and, in any case, not more than one month of receiving it. Normally, **We** aim to provide a complete response, including a copy of your personal data within that time. In some cases, however, particularly if your request is more complex, more time may be required up

to a maximum of three months from the date **We** receive your request. You will be kept fully informed of **Our** progress.

14. How Do You Use Cookies?

Our App and Our Site may place and access certain first-party Cookies on your computer or device. First-party Cookies are those placed directly by **us** and are used only by **us**. **We** use Cookies to facilitate and improve your experience of **Our App and Our Site** and to provide and improve **Our** products **AND/OR** services. **We** have carefully chosen these Cookies and have taken steps to ensure that your privacy and personal data is protected and respected at all times.

All Cookies used by and on **Our App and Our Site** are used in accordance with current Cookie Law.

Before Cookies are placed on your computer or device, you will be shown a pop up requesting your consent to set those Cookies. By giving your consent to the placing of Cookies you are enabling **us** to provide the best possible experience and service to you. You may, if you wish, deny consent to the placing of Cookies; however certain features of **Our App and Our Site** may not function fully or as intended. Certain features of **Our App and Our Site** depend on Cookies to function. Cookie Law deems these Cookies to be “strictly necessary”. These Cookies are shown in the table below. Your consent will not be sought to place these Cookies, but it is still important that you are aware of them. You may still block these Cookies by changing your internet browser’s settings as detailed below, but please be aware that **Our App and Our Site** may not work properly if you do so. **We** have taken great care to ensure that your privacy is not at risk by allowing them.

The following first-party Cookies may be placed on your computer or device:

Name of Cookie	Purpose	Strictly Necessary
ci_session	Website Login Session	Yes

The links below provide instructions on how to control Cookies in all mainstream browsers:

- 14.1.1 Google Chrome: <https://support.google.com/chrome/answer/95647?hl=en-GB>
- 14.1.2 Microsoft Internet Explorer: <https://support.microsoft.com/en-us/kb/278835>
- 14.1.3 Microsoft Edge: <https://support.microsoft.com/en-gb/products/microsoft-edge> (Please note that there are no specific instructions at this time, but Microsoft support will be able to assist)
- 14.1.4 Safari (macOS): https://support.apple.com/kb/PH21411?viewlocale=en_GB&locale=en_GB
- 14.1.5 Safari (iOS): <https://support.apple.com/en-gb/HT201265>
- 14.1.6 Mozilla Firefox: <https://support.mozilla.org/en-US/kb/enable-and-disable-Cookies-website-preferences>
- 14.1.7 Android: <https://support.google.com/chrome/answer/95647?co=GENIE.Platform>

[%3DAndroid&hl=en](#) (Please refer to your device's documentation for manufacturers' own browsers)

Our App and Our Site uses analytics services provided by Facebook Pixel. Website analytics refers to a set of tools used to collect and analyse anonymous usage information, enabling **us** to better understand how **Our App and Our Site** is used. This, in turn, enables **us** to improve **Our App and Our Site** and the products **AND/OR** services offered through it.

The analytics service(s) used by **Our App and Our Site** use(s) Cookies to gather the required information. You do not have to allow **us** to use these Cookies, however whilst **Our** use of them does not pose any risk to your privacy or your safe use of **Our App and Our Site**, it does enable **us** to continually improve **Our App and Our Site**, making it a better and more useful experience for you.

The analytics service(s) used by **Our App and Our Site** use(s) the following Cookies:

Name of Cookie	First / Third Party	Provider	Purpose
_fbp	Facebook Analytics	Yes	_fbp

In addition to the controls that **We** provide, you can choose to enable or disable Cookies in your internet browser. Most internet browsers also enable you to choose whether you wish to disable all Cookies or only third-party Cookies. By default, most internet browsers accept Cookies, but this can be changed. For further details, please consult the help menu in your internet browser or the documentation that came with your device.

You can choose to delete Cookies on your computer or device at any time, however you may lose any information that enables you to access Our App and Our Site more quickly and efficiently including, but not limited to, login and personalisation settings.

It is recommended that you keep your internet browser and operating system up-to-date and that you consult the help and guidance provided by the developer of your internet browser and manufacturer of your computer or device if you are unsure about adjusting your privacy settings.

15. How Do I Contact You?

To contact **us** about anything to do with your personal data and data protection, including to make a subject access request, please use the following details (for the attention of Neeta:

Email address: privacy@Oiyaa.com.

Telephone number: [03337 726155](tel:03337726155)

Postal Address: The Charter Building, Charter Place, Uxbridge, Middlesex, UB8 1JG

16. **Changes to this Privacy Policy**

We may change this Privacy Notice from time to time. This may be necessary, for example, if the law changes, or if **We** change **Our** business in a way that affects personal data protection.

Any changes will be immediately posted on **Our App and Our Site** and you will be deemed to have accepted the terms of the Privacy Policy on your first use of **Our App and Our Site** following the alterations. **We** recommend that you check this page regularly to keep up-to-date. This Privacy Policy was last updated on 10th July 2019.