

# PRIVACY POLICY

Vinayaka Technologies care about your privacy and security. We as a company is committed to protect your privacy and we will only use the information that we hold about you lawfully, in accordance with the Data Protection Act (2018), The General Data Protection Regulation 2016/679 (GDPR), the Privacy and Electronic Communications Act (2003) and other regulatory requirements.

We never process any kind of sensitive information about you without your prior consent. The information we hold about you will be accurate and up to date. You can check the information that we hold about you at any time by contacting our Data Protection Officer: Mina Ghosh, VinayakaTechnologies, 7F Rajani Bhattacharjee Lane, Kolkata -700026 ,West Bengal, India or email at [compliance@vinayakatechnologies.in](mailto:compliance@vinayakatechnologies.in). The information you volunteer to UK Saver holds about you, will be shared and used to appropriately target offers and marketing communication from our clients, from our selected 3rd party partners and from UK Saver and its other brands. Marketing communication may be through email, mailing, telemarketing, SMS/MMS and door-to-door canvassing, depending on which contact channel information you have volunteered.

Some questions on our UK Saver or VINAYAKA TECHNOLOGIES are specific to our named sponsors, and by opting in to their brand or products you are also agreeing to contact from them. By volunteering your phone number you are agreeing to telephone contact by these named sponsors. You may need to contact these named sponsor brands directly if in the future you decide to opt-out of further communication from these brands. The consumer survey is conducted over the telephone, by completion of the survey and opt-in to named third parties may expect SMS, emails, calls and mailing. The following sectors are the industry types you can expect your data to be supplied to, depending on the answers given by you and your stated interests.

Depending on your answers, your data may be shared with Claims Management organizations (Mis-sold PPI, Packaged Bank Accounts, Investments, Credit Card/Bank Charges, Mortgages and Pensions). We only work with organizations authorized by the Claims Management Regulator. For more information see [www.claimsregulation.gov.uk](http://www.claimsregulation.gov.uk)

Other industry types you can expect your data to be supplied to are: Automotive, Charity, Gaming, Leisure, Financial Products, Insurance, Health/Mobility, Home Improvements, Wills, Funeral Plans, Claims Management, Mail Order, Market Research, Media, Retail, Home Services, Telecoms, Travel, Lifestyle, Gambling, Public Sector and Utilities.

### **Our survey sponsors which also include:-**

- HomeShield Direct Ltd
- Repair & Assure limited.
- Bulb Energy
- Care 2 Cover
- ESB Energy
- Octopus Energy
- DDS Marketing Limited
- The Data ware House
- Voxology
- Healthier Intermediaries
- Retirement Wise
- O2
- Club La Costa
- Utilita Energy Limited
- Nabuh Energy
- Boost Power
- Green Star Energy
- Together Energy
- Sky UK Limited
- Carphone Warehouse
- Shell Energy Limited
- Orbit Energy
- Go Groopie
- Discount Experts
- Synergy Consumer Club
- OutSpot
- POP SHELL Energy
- ME Expert Limited
- Switchyourprovider
- Carphone Warehouse
- Total Mortgage Solutions

- Ovo Energy
- 3 Mobile
- Avalon Trustees Limited
- Centrica
- Globacare
- Switch Experts
- Surecover
- Super free slot games

Our data may be used for analytical purposes. Your data may also be used in conjunction with data we may have received from other sources in order to personalize and target communication to you better, and we may share information with other companies for the same reason.

Marketing Service Providers are companies who collect data from Data Controllers, such as ourselves, and help their clients tailor products and services which best suit your needs. They may also use your data for fraud prevention. The Marketing Services Providers we work with are strictly limited to only those organisations we have completed checks on and who will process your data in strict compliance with all laws, regulations and guidance with regard to Data Protection. We will share your data under strict licence terms with the Marketing Services Providers listed below, who like us, will use it to create products and services to help organisations better understand the likely characteristics of their customers; communicate with them more effectively; and find others like them across a range of marketing channels.

Your data may be shared and combined with other companies who hold your personal data, and we may use information from other sources to add to data we already hold. This information may help us to improve our ability to service your needs on a personalized basis, by helping us to learn more about you and your purchasing habits and allowing us to let you know about offers you might be interested in.

Your data may be used for data validation, enhancement, information verification, suppression, tracing and to the extent permitted by law, individual reference or lookup services, by VINAYAKA TECHNOLOGIES PVT.LTD. and 3rd parties.

Please remember that you can de-register or Opt-out at any time (see DE-REGISTRATION or OPT-OUT below). Furthermore you can request suppression of your details from UK SAVER or VINAYAKA TECHNOLOGIES. database if you would prefer us not to use your information for any of the above.

You can also request to know what personal information UK SAVER or VINAYAKA TECHNOLOGIES holds about you, by writing in person to us at the address below asking for a subject access request.

#### PARTNER REGISTRATIONS

UK SAVER or VINAYAKA TECHNOLOGIES may also receive information about you when you register on one of our affiliate or partner sites, or when you take part in a special promotion for one of these affiliate or partners.

If you have registered with UK SAVER through one of our 3rd party partner sites, it is possible that the 3rd party site may also retain your data, but only in accordance with the terms and conditions as published by them on their site.

#### DEREGISTRATION

You can unsubscribe from UK SAVER or VINAYAKA TECHNOLOGIES email communications at any time by clicking on the link at the foot of any email correspondence. Your details will be suppressed, UK SAVER or VINAYAKA TECHNOLOGIES will send no further emails and you details will no longer be passed onto any 3rd parties for the uses described in this Privacy Policy.

You can also deregister from UK SAVER or VINAYAKA TECHNOLOGIES at any time through its website. Your details will then be suppressed and UK SAVER or VINAYAKA TECHNOLOGIES will send no further email communication.

To request suppression from UK SAVER completely, please write to us at the address at the bottom of this Privacy Policy, or email us at [complaine@vinayakatechnologies.in](mailto:complaine@vinayakatechnologies.in)

#### CONSENT AND LEGITIMATE INTERESTS

UK SAVER or VINAYAKA TECHNOLOGIES processes your data using two of the valid legal bases defined by the Regulations:

### **Consent**

You give consent to a specific company or organization to reach you for Marketing Purposes through a channel or multiple channels which you have agreed to. At any time, you can withdraw your consent by contacting us.

### **Legitimate Interest**

Based upon the information you provided to us, your data may be processed under Legitimate Interest by ourselves or others through a specific channel. These communication may be about products or services which we believe may be of interest to you or will be helpful for you. As with all of your data, you may exercise your right to object or process by contacting us.

### **HOW LONG WILL WE RETAIN YOUR PERSONAL DATA?**

We will retain your personal data for as long as is necessary for the required service to be provided to you and in light of the reason for which it was first collected. All retained personal data is subject to the controls of our Data Protection Policy and will be kept for at least 12 months or as long as we have an active consent / opt in record from you. It is important to us that we have an accurate and up-to-date information about your personal data. And so, we will regularly update our database against suppression files and remove those who wish to no longer be contacted

### **WHERE DO WE STORE OR TRANSFER YOUR PERSONAL DATA?**

Once we have received your personal data we will use recognized industry standard procedures and security features to try to prevent unauthorized access, misuse, disclosure and breach towards confidentiality, integrity and availability.

The data you share with UK SAVER through its trading names mentioned above are generated from our call centres in the India who call you to conduct the questionnaire under the UK SAVER

Your personal data will be under the control and use UK SAVER or VINAYAKA TECHNOLOGIES It will be held on our computer systems and servers located at our Head Office with address below:

## **VINAYAKA Technologies**

7F, Rajani Bhattacharjee Lane, Kolkata, West Bengal 700026, India

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, unauthorized 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;

When you participate and Opt In and agree to be contacted based on your preferences, you also agree to UK SAVER and the marketing service providers related to your responses to use your details and supply them to other organisations specific to the purpose of sending you information, offers and promotions or lifestyle offers based on your preferences or profile. Your data may also be transferred outside the European Economic Union (EEU) as clients or marketing service providers may operate overseas primarily in the US, AU, NZ, India and Philippines but under the agreement that they will ensure that your details are only processed under the same laws as though they are in the UK.

### **DO WE COLLECT DATA FROM OTHER SOURCES:**

In order to validate and keep our consumer records as up to date as possible, we use third party products to help us verify data such as Liquid 11 and Datasoap. When we collect information from these parties, we ensure that they have valid legal basis to process and share your data with us. We also match your data against industry

suppression files and Telephone Preference Service (TPS). You can register for this free of charge at [www.tpsonline.org.uk](http://www.tpsonline.org.uk).

#### WHEN DO WE HAVE TO SHARE YOUR DATA?

In exceptional circumstances such as dealing with fraud, credit risk, dealing with abusive online behavior, to enforce rights, to protect property, to protect human safety, if the law requires it; or if we sell or merge any part of our business, we may pass your personal data to another person or organization to use for their own purposes after obtaining your explicit consent on the matter. We will not otherwise disclose your personal data to anyone outside UK SAVER or VINAYAKA TECHNOLOGIES to use for their own purpose without telling you, obtaining your explicit consent and / or by updating this privacy policy.

#### ACCESSING YOUR 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 above.

Normally, there is no charge for a subject access request. However, 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 30 days.

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. You will be kept fully informed of our progress.

#### DATA SECURITY

Although we endeavour to ensure the security of all correspondence, the Internet is not a 100% secure medium.

Therefore, we are unable to guarantee the security of any data you send electronically to UK SAVER or VINAYAKA TECHNOLOGIES

and are unable to accept responsibility for any loss or damage experienced through any loss of confidentiality of your information.

#### WEB SERVER LOG INFORMATION

We use a Third Party server to host our website which is Go Daddy, the privacy policy of which is available here:

<https://uk.godaddy.com/agreements/showdoc.aspx?pageid=PRIVACY> Our website server automatically logs the IP address you use to access our website as well as other information about your visit such as the pages accessed, information requested, the date and time of the request, the source of your access to our website (e.g. the website or URL (link) which referred you to our website), and your browser version and operating system

#### COOKIES & WEBSITE SERVER LOG INFORMATION

Use of website server log information for IT security purposes

We do not access log data from our website server, unless we are investigating suspicious or potential criminal activity We do not make, nor do we allow our hosting provider to make, any attempt to identify you from the information collected via server logs.

Legal basis for processing: compliance with a legal obligation to which we are subject (Article 6(1)(c) of the General Data Protection Regulation).

Legal obligation: we have a legal obligation to implement appropriate technical and organisational measures to ensure a level of security appropriate to the risk of our processing of information about individuals. Recording access to our website using server log files is such a measure.

Legal basis for processing: our legitimate interests (Article 6(1)(f) of the General Data Protection Regulation). Legitimate interests: we have a legitimate interest in using your information for the purposes of ensuring network and information security

Use of website server log information to analyse website use and improve our website

We use the information collected by our website server logs to analyse how our website users interact with our website and its features. For example, we analyse the number of visits and unique visitors we receive, the time and date of the visit, the location of the visit and the operating system and browser used.

We use the information gathered from the analysis of this information to improve our website. For example, we use the information gathered to change the information, content and structure of our website and individual pages based according to what users are engaging most with and the duration of time spent on pages on our website.

Legal basis for processing: our legitimate interests (Article 6(1)(f) of the General Data Protection Regulation). Legitimate interest: improving our website for our website users and getting to know our website users' preferences so our website can better meet their needs and desires.

Cookies are text files placed by websites onto your computer. They collect standard Internet log and visitor behaviour information.

We may obtain information about your general Internet usage by using a cookie file, which is stored on your browser or the hard drive of your computer. Cookies contain information that is transferred to your computer's hard drive. They help us to improve the Website and to deliver a better and more personalized service. Some of the cookies we use are essential for the site to operate.

If you register with us or if you continue to use the Website, you agree to our use of cookies. Cookies are widely used in order to make the Website work, or work more efficiently, as well as to provide information to the owners of the site.

You block cookies by activating the setting on your browser, which allows you to refuse the setting of all or some cookies. However, if you use your browser settings to block all cookies (including essential cookies) you may not be able to access all or parts of the Website. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies as soon you visit our site.

For further information please visit the websites [www.aboutcookies.org](http://www.aboutcookies.org) or [www.allaboutcookies.org](http://www.allaboutcookies.org)

## YOUR RIGHTS

Data protection regulations mean you have rights over how we hold and use the information we hold about you:

- The right to be informed about the 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 mentioned above.
- The right to access the personal data we hold about you.
- The right to have your personal data rectified if any of your personal data held by us is inaccurate or incomplete.
- 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
- The right to restrict (i.e. prevent) the processing of your personal data.
- The right to object to us using your personal data for a particular purpose or purposes.
- 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.
- 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.
- Rights relating to automated decision-making and profiling.

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

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.

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 who's details are:

The Information Commissioner's Office

Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

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

Tel: 0303 123 1113

We would welcome the opportunity to resolve your concerns ourselves however, so please contact us first.

## COMPLAINTS OR ANY QUERIES

We always do our best to meet the highest standards when collecting and using personal information. For this reason, we take any complaints very seriously and encourage people to bring it to our attention if they think that our collection or use of information is unfair, misleading or inappropriate.

This privacy notice was drafted with brevity and clarity in mind. It does not provide exhaustive detail of all aspects of our collection and use of personal information. However, we are happy to provide any additional information or explanation needed. Any requests for this should be sent to the address below:

**Here are the ways to contact us:**

- **Through our Head Office:**

Vinayaka Technologies

7F Rajani Bhattacharjee Lane, Kolkata, West Bengal 700026, India

- **Through our UK Representative Office:**

Prighter Ltd, 20 Mortlake High Street, London, SW14 8JN, UK

- **Through Email:**

compliance@vinayakatechnologies.in

## CHANGES TO THIS PRIVACY NOTICE

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 made available through our website <https://uksaver.co.uk/> & [www.vinayakatechnologies.in](http://www.vinayakatechnologies.in)

This Privacy Notice was last updated on 15<sup>th</sup> January 2025.