

Unmatched Digital Limited Privacy Policy

Our contact details

Name: Unmatched

Address: Unit 13, Forbes Business Centre, Bury St Edmunds, IP32 7AR

Phone Number: 0203 910 6686

E-mail: hello@unmatched.agency

The type of personal information we collect

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details)
- Email Addresses
- IP Addresses
- Identifiable cookies & tokens

How we get the personal information and why we have it

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

- You filled out a form on our website
- You downloaded or installed an app from HubSpot App Marketplace

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

- HubSpot: provides us with your contact information if you are referred to us as part of your HubSpot onboarding
- HubSpot: provides us your contact email address when you install one of our apps on the HubSpot App Marketplace

We use the information that you have given us in order to improve our services, get in touch with you for sales and marketing purposes, and to update you on any critical information that may apply to you.

We will not share your information with any third parties, apart from HubSpot who may require us to provide them your information.

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

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting hello@unmatched.agency

(b) We have a contractual obligation.

(c) We have a legal obligation.

(d) We have a vital interest.

(e) We need it to perform a public task.

(f) We have a legitimate interest.

(e) We have an obligation to provide a service update on a service or product that we provide to you.

How we store your personal information

Your information is securely stored.

We keep all information for up to five years. If we no longer need your data, or we have been out of touch with you for at least three years, we will dispose of your data securely using HubSpot's (our CRM software) GDPR delete function.

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 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 at hello@unmatched.agency 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 at hello@unmatched.agency

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>