



Privacy Policy

This Privacy Policy describes how Connect Skilled Contractors Service LTD (“we”, “us”, or “our”) collects, uses, shares, and protects your personal information when you access or use our website, mobile app, or services (the "Platform").

We are committed to protecting your privacy and handling your data lawfully, fairly, and transparently in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

1. Who We Are

Connect Skilled Contractors Service LTD is a company registered in England and Wales. We operate a Platform that connects contractors with skilled operatives for short-term or long-term hiring.

2. What Information We Collect

We may collect and process the following types of personal data:

a. Information You Provide

- Name, email, phone number, date of birth
- Company information (if applicable)
- Billing address and job site locations
- Profile photo, skills, and qualifications
- Messages and communications via the Platform

b. Automatically Collected Information

- IP address, device ID, browser type, operating system
- Geolocation data via Google API

- Usage data such as pages visited, session time, activity logs

c. Third-Party KYC (Know Your Customer)

When you register, we may require you to verify your identity via Stripe, our secure payment processor. Stripe handles KYC processes independently in accordance with financial regulations.

We do not store your passport, bank details, or national ID documents — these are handled directly by Stripe.

3. How We Use Your Information

We use your data to:

- Provide and maintain our services
- Enable bookings between clients and operatives
- Process secure payments via Stripe
- Prevent fraud, abuse, and unauthorised activity
- Monitor chats, location, and compliance within the app
- Ensure contractual obligations are enforced
- Send platform updates, invoices, or support messages

We rely on one or more of the following lawful bases for processing your data:

- Performance of a contract
- Legal obligation
- Legitimate interests
- Consent (where applicable)

4. Location Tracking

Our app uses Google API location tracking to verify job site arrivals, time spent on site, and task completion.

- This data is securely stored and used only for business, compliance, and fraud prevention purposes.
- Tracking may be active while logged in and working on a confirmed job.

5. Who We Share Your Data With

We do not sell your data. We may share data only with:

- Stripe (payment processing and identity verification)
- Cloud providers (secure hosting, storage)
- Legal or regulatory authorities (if required by law)

- Internal staff or agents for operational reasons

All third parties are bound by strict data protection obligations under UK GDPR.

6. Your Rights Under UK GDPR

You have the right to:

- Access the personal data we hold about you
- Correct inaccuracies in your data
- Request deletion of your data (“Right to be forgotten”)
- Restrict or object to processing
- Data portability (receive your data in a usable format)
- Lodge a complaint with the Information Commissioner’s Office (ICO)

To exercise your rights, email us at: [Insert Email Address]

7. Data Retention

We retain personal data for as long as necessary to:

- Fulfil the purpose for which it was collected
- Comply with legal obligations (e.g. tax, employment)
- Enforce our terms and detect fraud

Inactive user data may be deleted or anonymised after 6 years, unless longer retention is legally required.

8. Data Security

We use industry-standard encryption, firewalls, secure cloud storage, and platform access controls to protect your data.

If a data breach occurs, we will notify affected individuals and the ICO within 72 hours, where required.

9. Cookies and Analytics

Our website may use cookies to:

- Keep you logged in
- Remember preferences
- Analyse user traffic via services like Google Analytics

You may manage your cookie settings via your browser.

10. Children’s Privacy

Our Platform is not intended for use by anyone under the age of 18. We do not knowingly collect personal data from minors.

11. Changes to This Privacy Policy

We may update this policy from time to time. We will notify you via email or Platform notice. Continued use of the Platform indicates acceptance of the new version.