

CooPe Ltd Privacy Policy

Our contact details

Name: CooPe Ltd

Address: 26a Bird Street, Lichfield, Staffordshire WS13 6PR, UK

E-mail: apps@coope.biz

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)
- App user stats

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:

- Application access (login information)
- Security notifications
- Marketing communication (where you have provided consent for us to contact you)

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

- Application analytics
- Application crash reporting

use the information that you have given us in order to enable industry standard login access, track usage for business analytics and application performance purposes and develop application enhancements. Where you have given us permission to do so – we will also use your contact details to make you aware of product improvements and associated application offers from ourselves or from third parties via ourselves only.

Under the General Data Protection Regulation (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 apps@coope.biz.

(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.

How we store your personal information

Your information is securely stored within the Google Firebase product at their US datacenter.

We keep your user records for a maximum of 5 years after last login. Where you modify existing records, we may also maintain existing records for a period up to 5 years. We will then dispose your information by performing a software automated audit and deletion of all personal records.

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 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.

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>