



Privacy Policy

Prepared (Author Signature)

Written 14th April 2025

Name Function Approved Andrea Micah CEO Of the KORU Project

Signed approved: _____



KORU Privacy Policy 2025

This Privacy Policy describes how The KORU Project CIC collects, uses, and shares personal information of users and complies with the UK General Data Protection.

Regulation UK GDPR

The KORU Project CIC is operated by Andrea Micah and the Board of Directors

Our registered address: The KORU Project CIC, Dorset House, 5 Church St, Wimborne, Dorset, BH21 1JH

What Personal Data We Collect:

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

Information you provide directly:

Contact information e.g., name, email address, phone number) when you contact us through forms or email.

- Account information username, password if we create an account on our Website.
- Information we submit through forms: e.g., feedback forms, survey responses.
- Order details e.g., name, shipping address, billing address, payment information - please specify how payment information is handled, e.g., through a third-party processor.
- Content you post or submit to the Website e.g., comments, reviews. * **

Information we collect automatically:

- IP address: Your device's IP address. Device information: Information about your device, browser type, operating system.
- Usage data: Information about how you use our Website, including pages visited, links clicked, and time spent on the Website. Cookies and similar technologies: As detailed in our Cookie Policy below.



How We Use Your Personal Data:

We may use your personal data for the following purposes:

- To provide and maintain our website and its services.
- To respond to your inquiries and provide customer support.
- To process and fulfil your orders and requests.
- To manage your account and personalize your experience.
- To send you important notices and updates.
- To improve our website and services based on user feedback and usage data.
- For security purposes and to prevent fraud.
- For marketing purposes (where you have provided your consent or where we have a legitimate interest to do so, in accordance with the UK GDPR).

To comply with legal obligations.

Our legal basis for processing your personal data will depend on the specific context. These bases may include:

Consent:

Where you have given us explicit consent to process your personal data for a specific purpose (e.g., for marketing communications). You have the right to withdraw your consent at any time.

Contract: Where processing is necessary for the performance of a contract with you (e.g., to process your orders).

Legitimate Interests: Where processing is necessary for our legitimate interests or the legitimate interests of a third party, provided that your rights and freedoms do not override those interests e.g., improving our Website, ensuring security. We will always balance our legitimate interests against your privacy rights.

Legal Obligation: Where processing is necessary for us to comply with a legal obligation.

Sharing Your Personal Data:

We may share your personal data with the following categories of recipients:

Service providers: Third-party companies that provide services on our behalf, such as website hosting, payment processing, analytics, email marketing, and customer support. These providers are contractually obligated to protect your personal data.



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Business partners: Where necessary to provide a service you have requested.

Legal authorities: If required by law or in response to a valid legal request e.g., court order, government inquiry.

In connection with a business transfer: If we are involved in a merger, acquisition, or sale of all or a portion of our assets, your personal data may be transferred as part of that transaction, subject to appropriate confidentiality safeguards.

International Transfers of Your Personal Data

If we transfer your personal data to countries outside the UK, we will ensure that appropriate safeguards are in place to protect your personal data in accordance with the UK GDPR.

These safeguards may include: Transferring to countries that have been deemed to provide an adequate level of data protection by the UK government.

Implementing Standard Contractual Clauses approved by the UK government. Data Security.

We take reasonable technical and organizational measures to protect your personal data from unauthorized access, use, disclosure, alteration, or destruction. These measures include; Specify the security measures you have in place, e.g., encryption, firewalls, access controls.

However, no method of transmission over the internet or method of electronic storage is completely secure, and we cannot guarantee absolute security.

Data Retention: We will retain your personal data for as long as necessary to fulfil the purposes for which it was collected, including for the purposes of satisfying any legal, accounting, or reporting requirements. The specific retention period will depend on the type of personal data and the purpose for which it is processed.



Your Rights Under the UK GDPR Under the UK GDPR, you have the following rights regarding your personal data:

The right to be informed:

- You have the right to be informed about the collection and use of your personal data.
- This Privacy Policy aims to provide you with this information.
- The right of access: You have the right to request access to the personal data we hold about you.
- The right to rectification: You have the right to request that we correct any inaccurate or incomplete personal data we hold about you.
- The right to erasure "right to be forgotten": You have the right to request that we delete your personal data in certain circumstances. The right to restrict processing: You have the right to request that we restrict the processing of your personal data in certain circumstances.
- The right to data portability: You have the right to receive your personal data in a structured, commonly used, and machine-readable format and to transmit that data to another controller.
- The right to object: You have the right to object to the processing of your personal data in certain circumstances, including for direct marketing purposes.
- Rights in relation to automated decision-making and profiling: You have the right not to be subject to a decision based solely on automated processing, including profiling, which produces legal effects concerning you or similarly significantly affects you, unless there is a lawful basis for such processing.
- We have only a contact form and ask specifically that you do not share personal information on the form **Contact Us**
- For further information about The Koru Project or to make an enquiry about our services please complete and send the form below:
- For confidentiality, please give a brief outline of enquiry and do not include personal details.



Cookies and Similar Technologies

Our website uses cookies and similar technologies to enhance your browsing experience, analyse website traffic, and personalize content.

What are cookies?

Cookies are small text files that are placed on your device when you visit a website. eg; essential, analytical, functional, marketing

Purpose of cookies: e.g., to remember your preferences, to track website usage, to show you relevant ads.

Managing cookies: You can manage your cookie preferences through your browser settings. Most browsers allow you to block or delete cookies. Please note that blocking or deleting certain cookies may affect the functionality of our website.

Third-party cookies: We may use third-party cookies for specify the purposes, e.g., analytics, advertising. These cookies are subject to the respective privacy policies of the third-party providers.

You can manage your cookie preferences, [Link to your cookie consent tool](#) or explain how users can manage cookies through their browser settings.

Links to Other Websites

Our website may contain links to other websites that are not operated by us. We are not responsible for the privacy practices of these third-party websites. We encourage you to review the privacy policies of any website you visit.

Children's Privacy

Our website is not intended for children under the age of 6 years old

We do not knowingly collect personal data from children. If you are a parent or guardian and believe that your child has provided us with personal data, please contact us, and we will take steps to delete such information.



Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. We will post any changes on this page and update the "Last Updated" date. We encourage you to review this Privacy Policy periodically.

Contact us If you have any questions or concerns about this Privacy Policy or our data practices, or if you wish to exercise your rights under the UK GDPR, please contact us at:

Andreamicah@korucic.com

The KORU Project CIC, Dorset House, 5 Church St, Wimborne, Dorset , BH21 1JH 15.

Right to Lodge a Complaint.

You have the right to lodge a complaint with the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues, if you believe that we have not complied with the UK GDPR.

You can find more information on the ICO website: <https://ico.org.uk/>