



# ConnectGo Privacy Notice



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Last updated on 19/12/22



[ConnectGo Privacy Highlights](#)

ConnectGo equips organisations that want to end poverty, protect the planet, and promote peace and prosperity, to make sense of and communicate the change that they are creating in the world.



## Our contact details

**Email:** [privacy@connectgo.co.uk](mailto:privacy@connectgo.co.uk)

**Address:** 8B Nevill Terrace, Tunbridge Wells, Kent, TN2 5QY.

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## **What is this notice all about?**

We want to be completely transparent about how we collect and use your personal data and this privacy notice exists to tell you exactly how we do this.

This notice applies wherever we decide why and how we process personal data (and therefore act as a Data Controller under data protection law). It covers the personal data we process when you use our services.

Our privacy notice tells you the journey of your personal data from the moment it enters our systems until you end your relationship with us, as well as the various stops it makes along the way.

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## **The different ways we process personal data**

### ▼ *When you join our app*

#### ▼ **What personal data do we collect, why do we collect it, and what legal basis do we rely on?**



Personal data is anything that can identify an individual, either on its own or through combining it with other factors that could eventually identify an individual.

**When you first join our app**, we'll need some information about you, such as your name, email address, phone number, gender, location, year of birth and IP address and we rely on Article 6(1)(f) of the GDPR - Legitimate Interests to do this.

▼  **Where do we store it?**

Our app is hosted on Digital Ocean servers based in the USA. To find out more about Digital Ocean, you can visit their privacy notice [here](#).

We use a service called Africa's Talking to reach out to communities in Africa. They are based across Africa and you can find their privacy notice [here](#).


We use a database service called Tableau in order to organise our surveyed information. Tableau is part of Salesforce which is based in the USA, and you can find their privacy notice [here](#).

**We run our surveys on the behalf of clients and, as such, aggregated data will be presented back to them. They don't have access to all of your information, but they may be able to see some of it.**

▼  **How long do we keep it for?**

We keep the personal data mentioned for 8 years

▼ ***When you answer any of our surveys***

▼  **What personal data do we collect, why do we collect it, and what legal basis do we rely on?**



Personal data is anything that can identify an individual, either on its own or through combining it with other factors that could eventually identify an individual.

**When you respond to our surveys,** we collect the information that you supply to us, such as your name, email, phone number, year of birth, IP address and demographic information such as your gender, age and location. To do this we rely on Article 6(1)(a) of the GDPR - Consent.

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**We run our surveys on the behalf of clients and, as such, aggregated data will be presented back to them. They don't have access to all of your information, but they may be able to see some of it.**

▼ ⌚ **How long do we keep it for?**

We'll retain the personal data mentioned for 8 years or until you opt-out at any point - whichever is sooner.

▼ ***When you visit our website***

Our website uses cookies and other similar technologies of which you should be aware.

▼ 📄 **What cookies do we collect, why do we collect them, and what legal basis do we rely on?**



Cookies are text files placed on your hard drive by a web page server when you visit a website and are saved in your browser's history. They allow the website to recognise your device and store some information about your preferences or past actions. Cookies cannot be used to run programs or deliver viruses to your computer; they are uniquely assigned to you and can only be read by a web server in the domain that issued the cookie.

When you use our website, the cookies can be stored on your device are either **first party cookies**, which are placed and read by us directly while you are using our website or **third party cookies**, which are set by other third parties we have partnered with.

Below is a list of the cookies we use and the purposes for which they are used:

#### ▼ **Essential cookies**



These are essential to the operation of our website and are integral to the functioning of our Website, therefore they cannot be removed. All essential cookies use Article 6(1)(f) of the GDPR - Legitimate Interests.

#### ▼ **Non-essential cookies**



These cookies are additional to the the performance of our Website and help us improve the service we provide to you. All non-essential cookies use Article 6(1)(a) of the GDPR - Consent.

#### ▼ **Analytical cookies**

These are third party cookies that enable us to monitor and analyse how visitors use our website and generate statistics based on them.

These cookies can be set by Google Analytics. Google Analytics is a web analysis service provided by Google Inc. (“Google”) which uses the Data collected to track and examine the use of our Website, prepare reports on its activities and share them with other Google services. Google may use the Data collected to contextualise and personalise the ads of its own advertising network.

Personal Data processed: Cookies and Usage Data.

Place of processing: United States – [Privacy Policy](#).

These cookies can also be set by Hotjar. Hotjar is a technology service that helps us better understand our users' experience and this enables us to build, maintain and optimise our service with user feedback. Hotjar stores this information on our behalf in a pseudonymized user profile. Hotjar is contractually forbidden to sell any of the data collected on our behalf.

Personal Data processed: Cookies and Usage Data.

Place of processing: Ireland – [Privacy FAQs](#).

#### ▼ **Content performance and features testing cookies**

These cookies allow us to track and analyse your response concerning web traffic or behaviour regarding changes to the structure, text or any other component of our Website.

These cookies are set by Google Optimize which is an A/B testing service provided by Google LLC or by Google Ireland Limited, depending on the location this Website is accessed from, ("Google"). Google may use Personal Data to contextualize and personalize the ads of its own advertising network.

Personal Data processed: Cookies and Usage Data.

Place of processing: United States – [Privacy Policy](#); Ireland – [Privacy Policy](#).

You can choose not to store **Non-essential cookies** on your computer when you visit our website, or you can adjust your browser settings to prevent cookies from being saved on your computer. You can find information about how to manage Cookies in the most commonly used browsers at the following addresses:

- [Google Chrome](#)
- [Mozilla Firefox](#)
- [Apple Safari](#)

- [Microsoft Internet Explorer](#)
- [Microsoft Edge](#)
- [Brave](#)
- [Opera](#)

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## What are your rights?

Your personal data is yours and you have rights in relation to it granted by the UK GDPR, which include:

### ▼ The right to be informed

You have the right to be informed about the collection and use of your personal data, the purposes for processing, retention periods for that personal data and who it will be shared with. We have set this information out in this privacy notice.

### ▼ The right of access

You have the right to ask us for copies of the data we hold about you. If you ask us, we'll confirm whether we're processing your personal information and, if so, provide you with a copy of that personal information (along with certain other details).

### ▼ The right to object

You have the right to ask us to stop processing your personal information in some circumstances, such as when we are relying on our own (or someone else's) legitimate interests to process your personal information, when we are processing your personal information for direct marketing or when we are processing your personal information for research.

### ▼ The right to rectification

You have the right to ask us to rectify the personal information you think is inaccurate or to complete information you think is incomplete. When you ask us to rectify your information, if we've shared your personal information with others, we'll let them know about the rectification where possible.

▼ 🗑️ **The right to erasure**

You have the right to ask us to erase your personal information, in some circumstances, such as where we no longer need it or you withdraw your consent (where applicable).

▼ 🚫 **The right to restrict processing**

You have the right to ask us to restrict the processing of your personal information for a period of time in some circumstances, such as where you contest the accuracy of that personal information or object to us processing it. This right is separate from the right to object and will only stop us from using your personal information further, not from processing it. If we've shared your personal information with others, we'll let them know about the restriction where possible.

▼ ✈️ **The right to data portability**

You have the right to ask that we transfer the personal information you gave us to another organisation, or to someone else, in some circumstances.

You don't have to pay anything in order to exercise your rights. Please contact us by sending an email to [privacy@connectgo.co.uk](mailto:privacy@connectgo.co.uk) if you wish to make a request under your rights; we have a calendar month to get back to you with a response.

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## **How you can complain**



If you have any concerns about our use of your personal information, please let us know by:



Emailing us at [privacy@connectgo.co.uk](mailto:privacy@connectgo.co.uk), or



Writing to us at **8B Nevill Terrace, Tunbridge Wells, Kent, TN2 5QY, United Kingdom**

If you are not satisfied with our response or you are unhappy with how we have used your data, you can complain to the Information Commissioner's Office (ICO). You can find the ICO contact details below:



**ICO 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>



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