



Privacy Policy

This privacy notice tells you what to expect us to do with your personal information.

Contact details

Telephone

+44 (0) 20 8132 3225

Email

compliance@tuliointer.net

What information we collect, use, and why

We collect or use the following information to **provide services and goods, including delivery**:

- Names and contact details
- Addresses
- Date of birth
- Purchase or account history
- Payment details (including card or bank information for transfers and direct debits)
- Account information
- Information relating to loyalty programmes
- Website user information (including user journeys and cookie tracking)
- Call recordings
- Information relating to compliments or complaints

We collect or use the following information for **the operation of customer accounts and guarantees**:

- Names and contact details
- Addresses
- Payment details (including card or bank information for transfers and direct debits)
- Purchase history
- Account information, including registration details
- Information used for security purposes
- Marketing preferences

We collect or use the following information to **prevent crime, prosecute offenders, or defend against legal action**:

- Names and contact information
- Customer or client accounts and records
- Call recordings
- Financial transaction information

We collect or use the following information for **service updates or marketing purposes**:

- Names and contact details
- Addresses
- Marketing preferences
- Location data
- Purchase or viewing history
- IP addresses
- Website and app user journey information
- Records of consent, where appropriate

We collect or use the following information for **research or archiving purposes**:

- Names and contact details
- Addresses
- Location data
- Purchase or viewing history
- IP addresses
- Website and app user journey information
- Records of consent, where appropriate

We collect or use the following information to **comply with legal requirements**:

- Name
- Contact information
- Identification documents
- Financial transaction information

Lawful bases

Our lawful bases for collecting or using personal information to **provide services and goods** are:

- Consent
- Contract
- Legal obligation

Our lawful bases for collecting or using personal information for **the operation of customer accounts and guarantees** are:

- Consent
- Contract
- Legal obligation

Our lawful bases for collecting or using personal information to **prevent crime, prosecute offenders or defend against legal action** are:

- Consent
- Contract
- Legal obligation

Our lawful bases for collecting or using personal information for **service updates or marketing purposes** are:

- Consent

Our lawful bases for collecting or using personal information for **research or archiving purposes** are:

- Consent

Our lawful bases for collecting or using personal information for **legal requirements** are:

- Legal obligation

Where we get personal information from

- People directly

How long we keep information

We only store your data for as long as is necessary to maintain an account with us. If you cease to use our services, your data is typically deleted within 24 months of last use.

Financial information, including transaction history, is stored for 7 years in order to comply with our legal obligations.

Who we share information with

Data processors

Stripe

This data processor does the following activities for us: Credit/Debit Card Payments

Nominet

This data processor does the following activities for us: Domain name registration

Tucows (OpenSRS)

This data processor does the following activities for us: Domain name registration

GeoTrust (Symantec)

This data processor does the following activities for us: SSL/TLS Certificates

Google Analytics

This data processor does the following activities for us: Control panel analytics. Reporting on anonymised data.

Others we share personal information with

- Professional or legal advisors
- Financial or fraud investigation authorities
- Relevant regulatory authorities
- External auditors or inspectors
- Organisations we're legally obliged to share personal information with
- Debt collection agencies

Sharing information outside of the European Economic Area (EEA)

Where necessary, we may transfer personal information outside of the EEA. When doing so, we comply with the EEA GDPR, making sure appropriate safeguards are in place. Please contact us for more information.

Where necessary, our data processors may share personal information outside of the EEA. When doing so, they comply with the EEA GDPR, making sure appropriate safeguards are in place. Please contact us for more information.

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 data.

Your right to rectification - You have the right to ask us to rectify personal data 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 data in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal data in certain circumstances.

Your right to object to processing - You have the right to object to the processing of your personal data in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal data you gave us to another organisation, or to you, in certain circumstances.

Your right to withdraw consent – When we use consent as our lawful basis you have the right to withdraw your consent.

You don't usually need to pay a fee to exercise your rights. If you make a request, we have one calendar month to respond to you.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the Data Protection Authority.

The Data Protection Authority's address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

CHESHIRE SK9 5AF

UNITED KINGDOM

Helpline number: +44 (0) 303 123 1113

Website: <https://ico.org.uk>

Last updated

14 March 2025