

Roaming Innovation Privacy Policy

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Overview

We understand that privacy and the security of your personal information is extremely important. Because of that, this policy sets out what we do with your information and what we do to keep it secure. It also explains where and how we collect your personal information, as well as your rights over any personal information we hold about you.

Our policy is compliant with the EU General Data Protection Regulation (GDPR) and meets best practice for e-privacy in respect of marketing. This policy applies to you if you use our products or services over the phone, online, or on social media. This policy provides our commitment to protect your information, however stored.

Your rights

- You have the right of access to any data we hold on you at any time. You can contact us to obtain this information.
- You have the right to ask us to delete any data we hold on you. If we are unable to perform our services without this data then we may no longer be able to work for you.

About Us

When we say 'we' or 'us' in this policy, we mean "Roaming Innovation" trading as Chillisim, or trading as any other brand we may add in the future.

What information we may hold

Information that you provide us such as your passport number, name, address, date of birth, telephone number, email address, bank account and payment card details and any feedback you give to us, including by phone, email, post, or when you communicate with us via social media.

Information about the services that we offer to you. For example, the things we have provided to you, when and where, what you paid and the way you use our products and services.

Your customer account login details, including your user name and chosen password.

Your contact details, and any emails and other electronic communications you receive from us.

How we may use your information

The information we collect may be used to:

- Make available our services to you
- Process your orders or requests
- Take payment from you or give you a refund
- Help us ensure that our customers are genuine and to prevent fraud
- Provide for the safety and security of our employees and customers
- Help answer your questions and solve any issues you have

Who we might share your information with

Our service providers

We may work with other suppliers who can process your personal information on our behalf. We only share information that allows them to provide their services to us or to facilitate them providing their services to you. For example, a service provider may provide helpdesk support or payment processing. The information shared is the minimum required for any supplier to do their job.

Other organisations and individuals

We may transfer your personal information to other organisations in certain scenarios. For example:

- If we're discussing selling or transferring part or all of our business, we may need to share information about you to any buyer - but only so they can evaluate our business.
- If we were sold to another company, we may transfer information we hold about you to them so they can continue to provide the Services to you.
- If required to by law, under any code of practice by which we are bound or we are asked to do so by a public or regulatory authority such as the Police.
- If we need to do so to exercise or protect our legal rights, users, systems and Services.
- In response to requests from individuals (or their representatives) seeking to protect their legal rights or the rights of others.

International transfers of your information

Occasionally we may transfer your personal information to suppliers or service providers based outside of the EEA for the purposes described in this privacy policy. If we do this your personal information will continue to be subject to one or more appropriate safeguards set out in the law. These might be the use of model contracts in a form approved by regulators, or having our suppliers sign up to an independent privacy scheme approved by regulators, for example like the US 'Privacy Shield' scheme.

Keeping you informed about our products and services

We will retain a record of your personal information. This is done so that we can provide you with a high quality and consistent service and make you aware of other services or offers. We will always retain your personal information in accordance with law and regulation and never retain your information for longer than is necessary.

Contact us

If you would like to exercise one of your rights as set out above, or you have a question or a complaint about this policy or the way your personal information is held and processed, you can contact us through support@chillisim.com