

Privacy Policy for ChallengeCCJ

ChallengeCCJ is a trading name of **Supportyou AI Ltd**, a company registered in England and Wales (Company No. 16457864), with a registered address at 111 Buckingham Palace Road, London, SW1W 0SR.

This policy explains how we collect, use, and protect your personal data when you use our website: www.challengeccj.com. By using our services, you agree to the terms outlined here.

Contact us: team@challengeccj.com

Last updated: Tuesday, 3 June, 2025

1. What Data We Collect

We may collect the following personal data when you use our website or services:

- Name
 - Email address
 - Phone number
 - Residential address
 - Uploaded documents (including utility bills, proof of ID, CCJ documents)
 - County Court Judgment (CCJ) details and related legal information
 - Financial information related to your case
 - IP address and device data (via analytics tools)
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2. Why We Use Your Data

We use your data to:

- Help you generate forms to challenge or remove a County Court Judgment

- Respond to your enquiries and provide customer support
- Ensure security and monitor usage of our site
- Improve our service via anonymised analytics (where applicable)

We rely on the following lawful bases:

- **Legitimate interest** (to provide and improve our services)
- **Consent** (for cookies and analytics)
- **Legal obligation** (if required by law)

We do **not** use your data for marketing or sell your data to third parties.

3. Special Category Data

We process legal and financial information related to CCJs, which may be considered **special category data** under UK GDPR. We only collect this data:

- When you voluntarily provide it
 - For the sole purpose of helping you resolve a CCJ matter
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4. Cookies and Analytics

We use cookies and tracking technologies, including:

- **PostHog** (user interaction analysis)
- **Google Analytics**
- **Meta Ads (Facebook Pixel)**
- **Framer Analytics**

These tools help us understand how users interact with the site. Non-essential cookies are only activated with your consent (a cookie banner will be implemented to meet this requirement).

5. Who We Share Data With

We do **not share your personal data** with third parties, legal partners, or marketing organisations. We only use cloud and analytics providers to support internal operations.

6. Data Storage and Security

- Your data is stored securely on **Google Cloud** servers within the UK/EEA.
 - We do not transfer your data outside the UK or EEA.
 - We apply industry-standard security practices including encryption, access controls, and regular reviews.
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7. Data Retention

We retain your data for **up to 6 years** from the date of your last interaction, to comply with potential legal obligations and resolve disputes. After this period, data is deleted or anonymised unless retention is legally required.

8. Your Rights

You have the right to:

- Access your personal data
- Request corrections
- Request deletion
- Restrict or object to processing
- Withdraw consent at any time

To exercise any of these rights, contact us at **team@challengeccj.com**. You also have the right to lodge a complaint with the **ICO**: www.ico.org.uk

9. Children

Our service is not intended for users under 18. We do not knowingly collect data from children. If you believe a child has provided data to us, please contact us and we will delete it promptly.

10. Cookie Policy (Summary)

Cookies help us improve the website experience. We use both essential and non-essential cookies.

- Essential cookies enable site functionality.
- Analytics cookies help us understand how the site is used.
- Marketing cookies (Meta Ads) track the effectiveness of ad campaigns.

You'll be asked for consent before we activate any non-essential cookies.