

# Plinth privacy policy

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*Last updated: July 2022*

The privacy of your data — and it is your data, not ours! — is a big deal to us. We'll only ever access your account to help you with a problem or squash a software bug.

## Identity & access

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When you sign up for Plinth, we ask for your name, organisation name, and email address. That's just so you can personalize your new account, and we can send you invoices, updates, or other essential information. We'll never sell your personal info to third parties without your permission, and we won't use your name or company in marketing statements without your permission, either.

When you pay for Plinth, we may ask for your credit/debit card details, billing address or bank details. That's so we can charge you for service, calculate taxes due, and send you invoices. Your card details and/or bank details are passed directly to our payment processor and don't ever go through our servers. We store your billing address to detect fraudulent credit card transactions, and to print on your invoices.

When you write Plinth with a question or to ask for help, we'll keep that correspondence, and the email address, for future reference. When you browse our marketing pages, we'll track that for statistical purposes (like conversion rates and to test new designs). We also store any information you volunteer, like surveys, for as long as it makes sense.

The only times we'll ever share your info:

- To provide products or services you've requested, with your permission.
- Any data on your service users you give us permission to share with other people (e.g. your funders).
- To investigate, prevent, or take action regarding illegal activities, suspected fraud, situations involving potential threats to the physical safety of any person, violations of our [Terms of Service](#), or as otherwise required by law.

- If Plinth is acquired by or merged with another company — we don't plan on that, but if it happens — we'll notify you well before any info about you is transferred and becomes subject to a different privacy policy.

## Your Rights With Respect to Your Information

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You may have heard about the General Data Protection Regulation (“GDPR”). GDPR gives people under its protection certain rights with respect to their personal information collected by us on the Site. Accordingly, Plinth recognizes and will comply with GDPR and those rights, except as limited by applicable law. The rights under GDPR include:

- Right of Access. This includes your right to access the personal information we gather about you, and your right to obtain information about the sharing, storage, security and processing of that information.
- Right to Correction. This is your right to request correction of your personal information.
- Right to Erasure. This is your right to request, subject to certain limitations under applicable law, that your personal information be erased from our possession (also known as the “Right to be forgotten”). However, if applicable law requires us to comply with your request to delete your information, fulfillment of your request may prevent you from using our services and may result in closing your account.
- Right to Complain. You have the right to make a complaint regarding our handling of your personal information with the appropriate supervisory authority.
- Right to Restrict Processing. This is your right to request restriction of how and why your personal information is used or processed.
- Right to Object. This is your right, in certain situations, to object to how or why your personal information is processed.
- Right to Portability. This is your right to receive the personal information we have about you and the right to transmit it to another party.
- Right to not be subject to Automated Decision-Making. This is your right to object and prevent any decision that could have a legal, or similarly significant, effect on you from being made solely based on automated processes. This right is limited, however, if the decision is necessary for performance of any contract between you and us, is allowed by applicable law, or is based on your explicit consent.

Many of these rights can be exercised by signing in and directly updating your account information. We also provide a way for you to easily provide these rights to any of your

organisation's contacts. If you have questions about exercising these rights or need assistance, please contact us at [privacy@plinth.org.uk](mailto:privacy@plinth.org.uk).

## Processors we use

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As part of the services we provide, and only to the extent necessary, we may use certain third party processors to process some or all of your personal information. For identification of these processors, and where they are located, please see our [Subprocessor listing](#).

## Law enforcement

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Plinth won't hand your data over to third parties including the police or other similar agencies unless a court order says we have to, unless we're legally prevented from it, we'll always inform you when such requests are made.

## Security & Encryption

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All data is encrypted via [SSL/TLS](#) when transmitted from our servers to your browser. All data is encrypted at rest in both our databases and our backups. For more detail on Plinth's security, scale and resilience see [here](#).

## Deleted data

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When you cancel your account, we'll ensure that nothing is stored on our servers past 30 days. Anything you delete on your account while it's active, is stored in our recovery log for 90 days and held in backups for 1 year, after which time it is completely deleted. This allows for recovery of accidentally deleted data.

## Location of Site and Data

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This Site is operated in the UK, and our data is held and processed inside the UK and the European Union.

## FAQs and Funder view

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If you are being asked by a funder to share your data with them, we have an FAQ [here](#).

## Changes & questions

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Plinth may update this policy once in a blue moon — we'll notify you about significant changes by emailing the account owner or by placing a prominent notice on our site. You can access, change or delete your personal information at any time by contacting [our support team](#).

Questions about this privacy policy? Please [get in touch](#) and we'll be happy to answer them!