

T H E R E C L A I M E D company

DATA PROTECTION & PRIVACY POLICY

How We Collect, Use, and Protect Your Personal Data

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1. Introduction

The Reclaimed Company ('we', 'us', 'our') is committed to protecting your personal data and respecting your privacy. This Data Protection and Privacy Policy describes how we collect, use, store, share, and protect personal data when you use the thereclaimedcompany.com platform, and sets out your rights under applicable data protection law.

This Policy complies with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and, where applicable, EU GDPR. If you have any questions or concerns, please contact us at: privacy@thereclaimedcompany.com.

2. Data We Collect

2.1 Registration and Account Data

When you create an account, we collect full name and trading name, email address, telephone number, postal and trading addresses, business registration details, VAT number, proof of identity documentation, and password (stored in encrypted form).

2.2 Transaction and Listing Data

- Details of items listed for sale;
- Purchase and bid history;
- Communications with buyers and sellers;
- Payment transaction records (note: raw card data is held only by Stripe).

2.3 Payment Data

Payment data, including card numbers and bank details, is processed and stored by our payment processor, Stripe. We receive only tokenised payment references from Stripe. We do not store, process, or have access to your full card number, CVV, or bank details.

2.4 Technical Data

When you use the Platform, we automatically collect IP address, browser type and version, device type and operating system, pages visited and navigation behaviour, referring URLs, session duration and clickstream data, and cookie and tracking data.

3. How We Use Your Personal Data

3.1 Lawful Bases

We rely on the following lawful bases: contract performance (to enable us to provide platform services), legitimate interests (to prevent fraud and maintain platform security), legal obligation (to comply with legal and regulatory obligations), and consent (where explicitly obtained, e.g. for marketing).

3.2 Specific Purposes

We use your personal data to create and manage your account, process transactions and fee collections, communicate with you regarding your account, conduct identity and business verification, enforce our Terms, prevent and investigate fraud and illegal activity, comply with legal obligations, resolve disputes, improve the Platform, and conduct anonymised analytics.

4. Sharing Your Personal Data

We may share your personal data with Stripe (for payment processing), identity verification providers, cloud hosting and technology service providers, legal and regulatory authorities (where required by law), buyers or sellers (to facilitate a specific transaction), dispute resolution bodies, professional advisers, and prospective acquirers in the event of a business sale.

We do not sell your personal data to third parties for marketing purposes.

5. Marketing Communications

We will only send you marketing communications where you have expressly opted in to receive them. You may withdraw consent at any time by clicking 'unsubscribe' in any marketing email or by updating your account preferences.

6. Data Retention

- Account data: retained for the duration of your account and for 7 years following account closure;
- Transaction records: retained for 7 years following the transaction;
- Marketing opt-in records: retained for 3 years following last engagement;
- Support and dispute records: retained for 6 years from resolution.

7. Your Rights

Subject to applicable law, you have the right of access, right to rectification, right to erasure, right to restrict processing, right to data portability, right to object, and rights related to automated decision-making. To exercise any of these rights, please contact privacy@thereclaimedcompany.com. You also have the right to lodge a complaint with the ICO at ico.org.uk.

8. Cookies

The Platform uses cookies and similar tracking technologies to enable Platform functionality and for analytical purposes. A full Cookie Policy is available on the Platform.

You can control cookies through your browser settings, although disabling certain cookies may affect Platform functionality.

9. International Data Transfers

Where we transfer personal data to service providers outside the UK or EEA, we ensure appropriate safeguards are in place (such as Standard Contractual Clauses or an adequacy decision) to protect your personal data in accordance with UK GDPR.

10. Security

We implement appropriate technical and organisational measures to protect your personal data against unauthorised access, accidental loss, destruction, or disclosure. However, no system is entirely secure and we cannot guarantee absolute data security.

11. Changes to this Policy

We may update this Policy from time to time. Material changes will be notified to you by email and/or by a prominent notice on the Platform.

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