



Copping Unknown: Privacy Notice

This Privacy Notice explains how Copping Unknown ("we", "us", "our") collects, uses, stores, and protects your personal data when you visit our website (coppingunknown.co.uk), submit an enquiry, or engage our operational and digital development services.

We operate in strict accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

1. Data Controller Identification

- Business Entity: Copping Unknown
- Sole Proprietor: William North (trading as Copping Unknown)
- Contact Email: coppingunknown@gmail.com
- Location: Spilsby, Lincolnshire, United Kingdom

2. Personal Data We Collect

We only collect personal information that is necessary to evaluate project feasibility, respond to business enquiries, or execute agreed client contracts:

- Contact Information: Full name, business or trading name, email address, telephone number, and postal address.
- Project & Scoping Artifacts: Operational workflows, business artifacts, questionnaire responses, and project briefs supplied during consultations.
- Billing & Financial Data: Bank details for transaction reconciliation, invoice records, and payment tracking. (Note: We do not store card payment details; electronic bank transfers are conducted directly via BACS/Revolut).
- Technical Log Data: IP addresses and technical session metadata collected automatically by our hosting platform (Webflow) to maintain server security and prevent malicious form spam.
- Mailing List & Updates: Email address provided voluntarily when opting in to receive project updates, technical logs, and initiative announcements.

3. Lawful Basis for Processing

Under the UK GDPR, we only process your personal data where a valid lawful basis applies:

- Contractual Necessity: Processing required to issue project proposals, agree scope, develop Webflow websites, and fulfil our contractual commitments.
- Legitimate Interests: Processing necessary to respond to initial enquiries, maintain communication, and protect the security of our website and technical systems.
- Legal Obligation: Processing required to comply with statutory UK accounting, tax, and HMRC record-keeping obligations.
- **Consent (UK GDPR Article 6(1)(a)):** Where you subscribe to our newsletter or updates via our website, we process your email address based on your explicit consent. You may withdraw this consent at any time by using the unsubscribe link in our emails or contacting us directly

4. How We Store, Protect & Retain Your Data

- Storage Platforms: Website enquiries are transmitted securely via Webflow's encrypted infrastructure and routed to our dedicated, password-protected email systems. We do not sell, rent, or trade personal data to third parties or marketing networks.
- Retention Standards:
 - General Enquiries (no contract agreed): Retained for up to 6 months following initial discussion, then permanently deleted.
 - Active Client Projects & Contracts: Retained for the duration of the operational engagement and warranty window.
 - Financial & Invoicing Records: Retained for 6 full tax years in accordance with statutory UK HMRC accounting requirements.
 - Mailing List Data: Retained until you unsubscribe or request erasure, after which your details are permanently removed from the active mailing list within 30 days.

5. Third-Party Processors & Data Transfers

To deliver our digital services, we utilise select technical service providers who process data on our behalf under strict confidentiality and data protection agreements:

- Webflow, Inc. (Website hosting, SSL encryption, and form processing).

COMPLIANCE SPECIALIST & OPERATIONAL ARCHITECT:

The logo for Copping, featuring the word "Copping" in a stylized, handwritten-style font with a long horizontal line extending from the end of the word.

- Google Workspace (Secure business communication and document storage).
- Revolut Business (Commercial banking and BACS transaction reconciliation). Where any third-party infrastructure processes data outside the UK or European Economic Area (EEA), appropriate safeguards (such as UK International Data Transfer Agreements or Standard Contractual Clauses) are enforced.

6. Your Statutory Rights Under UK GDPR

You hold the following rights regarding the personal data we hold about you:

- Right of Access: You may request a copy of the personal information we hold on you.
- Right to Rectification: You may request that incorrect or incomplete data be corrected.
- Right to Erasure ("Right to be Forgotten"): You may request that your personal data be deleted where retention is no longer legally necessary.
- Right to Restrict or Object: You may object to processing based on legitimate interests.

To exercise any of these rights, please contact us at coppingunknown@gmail.com with the subject heading "DATA ACCESS REQUEST". We will respond within one calendar month as required by law.

7. Regulatory Authority & Complaints

We are committed to resolving any privacy concerns directly and swiftly. However, you also have the statutory right to raise a formal complaint with the UK supervisory authority:

- Authority: Information Commissioner's Office (ICO)
- Website: ico.org.uk
- Telephone Helpline: 0303 123 1113