

# D3M Trades customer privacy notice

This privacy notice tells you what to expect us to do with your personal information.

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## Contact details

### Email

[support@d3mtrades.com](mailto:support@d3mtrades.com)

## What information we collect, use, and why

We collect or use the following information to **provide services and goods, including delivery**:

- Names and contact details
- Addresses
- Purchase or account history
- Payment details (including card or bank information for transfers and direct debits)
- Health and safety information
- Account information
- Website user information (including user journeys and cookie tracking)
- Photographs or video recordings
- Records of meetings and decisions
- Information relating to compliments or complaints
- Our system infrastructure is powered by Supabase. Data is stored on secure, encrypted servers. We select server regions within the UK\VEEA to ensure your data remains protected under UK data protection standards.
- We do not store your credit or debit card information on our servers. All payments are processed securely by our third-party payment processor, Stripe. When you make a payment, Stripe collects your payment information directly. Their use of your personal data is governed by their own Privacy Policy, which you can find at [stripe.com\gb\privacy](https://stripe.com/gb/privacy).

We collect or use the following information for **the operation of customer accounts and guarantees**:

- Names and contact details
- Addresses

- Payment details (including card or bank information for transfers and direct debits)
- Purchase history
- Account information, including registration details
- Information used for security purposes
- Marketing preferences

We collect or use the following information to **prevent, detect, investigate or prosecute crimes:**

- Names and contact information
- Customer or client accounts and records
- Video and CCTV recordings of public areas (including indoor and outdoor spaces)
- Financial transaction information
- Information relating to health and safety

We collect or use the following information for **service updates or marketing purposes:**

- Names and contact details
- Addresses
- Location data
- Recorded images, such as photos or videos
- Purchase or viewing history
- IP addresses
- Website and app user journey information
- Records of consent, where appropriate

We collect or use the following information to **comply with legal requirements:**

- Name
- Contact information
- Financial transaction information
- Health and safety information

We collect or use the following personal information for **dealing with queries, complaints or claims:**

- Names and contact details
- Address
- Payment details
- Account information
- Purchase or service history
- Relevant information from previous investigations
- Customer or client accounts and records
- Financial transaction information
- Information relating to health and safety
- Correspondence

## Lawful bases and data protection rights

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. There is a list of possible [lawful bases](#) in the UK GDPR. You can find out more about lawful bases on the ICO’s website.

Which lawful basis we rely on may affect your data protection rights which are set out in brief below. You can find out more about your data protection rights and the exemptions which may apply on the ICO’s website:

- **Your right of access** - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for. [Read more about the right of access.](#)
- **Your right to rectification** - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. [Read more about the right to rectification.](#)
- **Your right to erasure** - You have the right to ask us to delete your personal information. [Read more about the right to erasure.](#)
- **Your right to restriction of processing** - You have the right to ask us to limit how we can use your personal information. [Read more about the right to restriction of processing.](#)
- **Your right to object to processing** - You have the right to object to the processing of your personal data. [Read more about the right to object to processing.](#)
- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you. [Read more about the right to data portability.](#)
- **Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent at any time. [Read more about the right to withdraw consent.](#)

If you make a request, we must respond to you without undue delay and in any event within one month.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

## Our lawful bases for the collection and use of your data

Our lawful bases for collecting or using personal information to **provide services and goods** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- Legitimate interests – we’re collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:
  - The Interest: We have a legitimate interest in processing user data to provide and maintain a functional job management platform. This includes facilitating job scheduling, site notes, and accounting integration, which are the core services our users subscribe to. Necessity & Balance: This processing is necessary to deliver the specific features requested by our customers. The benefit to users is a streamlined business operation. The impact is low as users expect their data to be stored for these purposes, and we use encryption and access controls to mitigate risks.
  - The Interest: Our legitimate interest is to develop and provide a 'Shared Intelligence Engine' that offers industry-specific insights, such as regional pricing trends and margin analysis. This supports the economic growth of our users by helping them price services accurately based on real-world market data. Necessity & Balance: This processing is necessary to generate meaningful, data-driven benchmarks that individual users cannot calculate alone. The primary benefit is improved competitiveness for small businesses in the trade sectors. We ensure this is fair by using data aggregation and pseudonymisation techniques so that no individual customer or specific job detail is exposed to other users. The system identifies high-level trends (e.g., average costs in Manchester) rather than disclosing private business records. Users have a reasonable expectation that a modern SaaS platform will use data to provide enhanced insights. We mitigate privacy risks by allowing users to opt-out of this intelligence sharing via their account settings, ensuring their needs and rights are not overridden by our commercial or analytical interests.

For more information on our use of legitimate interests as a lawful basis you can contact us using the contact details set out above.

Our lawful bases for collecting or using personal information for **the operation of customer accounts and guarantees** are:

- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.

- Legitimate interests – we’re collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:

- It is in our legitimate interest to maintain secure and efficient user accounts, provide proactive support, and manage service guarantees effectively.

For more information on our use of legitimate interests as a lawful basis you can contact us using the contact details set out above.

Our lawful bases for collecting or using personal information to **prevent, detect, investigate or prosecute crimes** are:

- Legitimate interests – we’re collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:

- We have a legitimate interest in processing personal data to ensure the security of our platform and to prevent, detect, and investigate criminal activities such as fraud, unauthorized access, and computer misuse. This processing is strictly necessary to protect our business, our users, and the integrity of the jobs and financial data stored within the system. Under the Data (Use and Access) Act 2025, these activities are considered ‘recognised’ legitimate interests, as the benefit of maintaining a secure, crime-free environment for all users significantly outweighs any minimal impact on individual privacy.

For more information on our use of legitimate interests as a lawful basis you can contact us using the contact details set out above.

Our lawful bases for collecting or using personal information for **service updates or marketing purposes** are:

- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.

Our lawful bases for collecting or using personal information for **legal requirements** are:

- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.

Our lawful bases for collecting or using personal information for **dealing with queries, complaints or claims** are:

- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- Legitimate interests – we’re collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of

your data protection rights may apply, except the right to portability. Our legitimate interests are:

- We have a legitimate interest in processing personal data to respond to general customer queries and support requests, ensuring our users can effectively utilise the job management software. This is necessary for maintaining high service standards and user satisfaction. Additionally, we process data under a legal obligation to comply with the Data (Use and Access) Act 2025, which requires us to facilitate, acknowledge, and resolve formal data protection complaints. We also process information where necessary to handle legal claims or protect our statutory rights. These activities are balanced against the individual's rights as they provide a clear pathway for users to have their concerns addressed and their legal rights upheld. We ensure that only the minimum data required to resolve the specific query or complaint is processed, and we maintain strict confidentiality throughout the investigation process.

For more information on our use of legitimate interests as a lawful basis you can contact us using the contact details set out above.

## Where we get personal information from

- Directly from you
- Publicly available sources
- Third parties:
- Third Party Type Who they are (Examples) Why you share with them Cloud Hosting Supabase (on AWS) To store all application data, photos, and user accounts. Payment Gateway Stripe To process subscription payments and manage billing. Email Delivery Resend, Postmark, or AWS SES To send system notifications, job updates, and reports.

## How long we keep information

[Paste your retention schedule here.]

For more information on how long we store your personal information or the criteria we use to determine this please contact us using the details provided above.

## Who we share information with

### Data processors

#### Cloud Hosting and Storage Providers

This data processor does the following activities for us: They provide the secure servers and database technology required to host our software and store user-uploaded content such as photographs and job records.

#### Supabase (Cloud Infrastructure & Database Provider)

This data processor does the following activities for us: They provide the secure cloud database where we store all application data, including user accounts, job information, site notes, and photographs. They manage the underlying IT infrastructure and ensure data is encrypted at rest and in transit."

You said you wanted to add more data processors. Once you've downloaded or copy and pasted your privacy notice, add them above, in the same format.

## Others we share personal information with

- Organisations we need to share information with for safeguarding reasons
- Professional or legal advisors
- Financial or fraud investigation authorities
- Relevant regulatory authorities
- Organisations we're legally obliged to share personal information with
- Other relevant third parties:
  - HMRC "To comply with tax and business reporting requirements.", Professional Advisors Reason: "We share billing and company data with our external accountants and legal advisors for business audit and compliance purposes.", Map\Location Providers"The app uses Google Maps or similar, you share the job address to provide navigation and routing features for the user."

## How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

Last updated