

Skybuy App Privacy Notice

This privacy notice applies to the processing of personal data, as explained below, by Sky UK Limited, Grant Way, Isleworth, TW7 5QD if you use the Skybuy app. References in this policy to “Sky”, “we” “us” or “our” should be interpreted accordingly.

If you access the products and services of other Sky companies and businesses, you should refer to their privacy notices.

Types of information we process and where it comes from

We may collect and use the following categories of Personal data relating to you:

- The information that you provide when filling in the forms on the App or corresponding with us by phone, email or via the app, (for example, for marketing and rewards purposes etc). This may include your name, email address, phone number, employer details (e.g. organization, building, floor number) and personal description;
- The information that you provide for authentication purposes your name and contact details (email and phone);
- The information that you provide for order fulfilment or to receive a service;
- Your dietary preferences including your food tastes, your dietary constraints (including allergens and more);
- Your location data (where activated and you have agreed to this on your mobile device) so that the appropriate venues serving your physical location (office or otherwise) can be shown in the Application;
- Your transactional data;
- Information from the devices you use to access the app. This includes information about your device, machine or browser;
- IP addresses, MAC addresses, unique identification numbers, browser information, and other similar identifying information required for your devices to communicate with websites and applications on the internet;
- Payment information - in order to pay a bill using the Application, you will need to enter your payment information. Payment processing services are provided by a specialist third party provider called Stripe (the "Payments Processor").

How we use your information

The main purpose for which we process your personal data is so that we can provide you with the products you have purchased, for instance, where you purchase food or drink at Sky sites.

We also process your data to deliver services to you as part of the app including:

- To manage your account and your access to the app;
- To allow you to pay for your order on the app;
- To provide, deliver and improve the services and offers available on the app.

In some circumstances, we may process your personal data in reliance upon our legitimate interests, including to:

- Communicate with you and to respond to your queries or requests;
- Conduct satisfaction surveys;
- Perform statistical analysis;

Where you give us consent, we will process your data in a number of ways, including:

- In order to send you direct marketing. This may include communications by email or other electronic means (such as push notifications and in-product notifications), using the contact details you have provided, about us and our products and services and special offers; and

We may also use your information to comply with our legal and regulatory obligations. This includes:

- To prevent potential fraud and ensure the security of our IT systems;
- By complying with police and other security investigations.

How we share your information

We work with a number of suppliers to process your personal data for the purposes described above. Where these suppliers act on our behalf and must only process your personal data in accordance with our instructions. The categories of suppliers that we use include:

- Payment service providers
- IT and information technology and services companies

Personal data will not be transferred outside of the European Economic Area.

Keeping your data up to date and your rights

You can contact skybuy@sky.uk to update, amend or correct your information. You also have the following rights:

- To request access to, or erasure of, the personal data we hold about you (we explain more about this below).
- To request us to restrict the processing of the personal data we hold about you.
- To object to us processing personal data relating to you.
- Where you have given us consent to process your personal data, you have the right to withdraw that consent at any time.
- You have the right to obtain certain personal data from us in a format that can be transferred electronically to a third party (also called “data portability”).

Please note that some of these rights are not absolute. In some cases, for example, we may refuse a request to exercise particular rights if complying with it meant that we are no longer able to meet our contractual obligation to provide you with particular products and services, or if we had a legal obligation or right not to comply with the request. However, we will keep you informed as to the actions that we can take, when you make your request.

Managing your marketing preferences

You can always choose not to receive direct marketing from us in the following ways:

- Via the 'Notification Preferences' section of the app;
- Clicking on the "unsubscribe" link in any electronic marketing information from us;
- Emailing skybuy@sky.uk.

When you make a request not to receive marketing, it can take us up to one month to process that request.

How long we keep your information

Generally, your data will be retained for a period of 12 months from the date of last activity on the account, or three years after its collection.

We will also need to keep some information to demonstrate compliance with the Data Protection Act 2018, for example, where we need to evidence compliance with suppression requests. This information is also helpful if we receive customer enquiries or complaints, and to verify your identity when you contact Sky.

Complaints

If you wish to make a complaint about how we use your information, please contact skybuy@sky.uk and we will do our best to help. If you're still unhappy, you can contact the Information Commissioner's Office via their [website](#), or the Irish Data Protection Commissioner via their [website](#).

Contacting Sky

If you have any queries or comments about this privacy notice, please write to Sky Spaces, Sky Central 0.2, Grant Way, Isleworth, TW7 5QD, or contact Sky's Data Protection Officer via dp.department@sky.uk.

Changes to this notice

We will occasionally update our privacy notice. We will post a notice of any material changes on our app prior to implementing the changes, and, where appropriate, notify you using any of the contact details we hold for you for this purpose. This may include e-mail. We encourage you to periodically review our notice to be informed of how we use your information.

This privacy notice was last updated 14/06/2021