

Yuduuu Privacy Policy

Version 1.0, effective from 15 March 2025

1. Our contact details

E-mail: info@yuduuu.com

2. Information we collect

The information we collect depends on how you use our website.

2.1. Guest user

If you are visiting our website and do not have a User Account or a Business Account you are using our website as a Guest User.

What data we collect and how we collect it

If you use our services to message a business or make a booking you will be asked to enter your contact details including your name, email address and phone number.

What we do with your data and why we have it

Your contact details are used by Yuduuu to notify you if there are any changes to your booking or you receive a response to your message. Your contact details are not shared with any businesses you book appointments with.

Under the UK General Data Protection Regulation (UK GDPR), the lawful basis we rely on for processing this information are: we have a legitimate interest.

2.2. User Accounts

What data we collect and how we collect it

If you create a User Account you will be asked to enter your contact details including your name, email address and phone number.

What we do with your data and why we have it

Your contact details are used by Yuduuu to notify you if there are any changes to your bookings or if you receive a response to messages. Your contact details are not shared with any businesses you book appointments with.

Under the UK General Data Protection Regulation (UK GDPR), the lawful basis we rely on for processing this information are: we have a legitimate interest.

2.3. Business Accounts

What data we collect and how we collect it

If you create a Business Account you will have to provide your payment details including your credit or debit card number, card expiration date, CVV code and billing address. We use Stripe as a payment processor and they handle and store your payment details, however some of the details may be shared with Yuduuu.

What we do with your data and why we have it

Your payment details are used to maintain your subscription so you can access the Business Account features.

Under the UK General Data Protection Regulation (UK GDPR), the lawful basis we rely on for processing this information are: we have a contractual obligation.

3. How we store your personal information

Your information is securely stored. We keep different types of information for different periods of time:

- We may keep certain identifiers (i.e., email address or phone number) indefinitely to confirm the status and history of your relationship with us. We may also use these identifiers to monitor abuse of our Terms.
- We keep your User Account and Business Account information and content for the duration of your account and for up to 30 days after you delete your account.

We may keep certain information longer than our policies specify in order to comply with legal requirements and for safety and security reasons.

4. Cookies and Associated Technologies

We only use cookies that are necessary for the website to function correctly. We do not use cookies for marketing or to collect any unnecessary additional data.

5. Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

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, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at info@yuduuu.com if you wish to make a request.

6. How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at info@yuduuu.com

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

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

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>