

# Privacy and Cookie Policy

## OWNER AND DATA CONTROLLER

Neelu Matchmaking, 33 St James's Square,  
London SW1Y 4JS

## OWNER CONTACT DETAILS

**Phone Number:** 0207 7887432

**E-mail:** [info@neelumatchmaking.co.uk](mailto:info@neelumatchmaking.co.uk)

**Website:** [www.neelumatchmaking.com](http://www.neelumatchmaking.com)

This Privacy policy sets out how Neelu Matchmaking (NM) uses and protects the client data. NM will collect, use and store the personal information that you give us, in accordance with this privacy policy and in line with current data protection regulations (GDPR). NM may change this privacy policy from time to time by updating this page. You should check this page.

## PERSONAL INFORMATION COLLECTED

Neelu Matchmaking collects, stores and processes the following personal data given their clients.

- Contact information: Name, address, email, phone and mobile.
- Gender, age, height, marital status, children etc.

- Nationality, ethnicity, religion
- Work and relationship history
- Preferences, interests and matching requirements.
- Any other information relevant to customer surveys and/or offers.

We may also use the health, political and religious data that you give us with your permission in the matching process.

You may request the deletion of your personal data at any time by contacting NM.

## USE OF THIS INFORMATION

We require this information in order to understand your needs and provide you with better service in particular for the following reasons:

- Provide you with the matchmaking service and to fulfil the contract between yourself and Neelu Matchmaking.
- Internal recordkeeping
- We may use this information to improve our products and services.

- We may periodically send promotional emails about new products, special offers and other information we think you may find interesting or useful using the email address which you have provided.
- From time to time we may also use your information to contact you for market research purposes. We may contact you by email, phone or mail. We may use the information to customise the website according to your interests.
- With regard to employees, for reasons of statutory data retention in terms of your employment records as required by law.

## **PLACE**

The data is processed at our operating offices and in any other place where the parties involved in the processing are located.

Depending on the Users location data transfer may involve transferring the Users Data to a country other than their own as Neelu Matchmaking caters to International clients.

Users are entitled to learn how data is shared with International agencies.

## **HOW LONG YOUR PERSONAL DATA WILL BE KEPT**

We will keep your personal information for as long as you are actively in communication with Neelu Matchmaking.

Therefore:

Personal Data collected for purposes related to the performance of a contract between NM and the User shall be retained until such contract has been fully performed.

NM may be allowed to retain Personal Data for a longer period whenever the User has given consent to such processing, as long as such consent is not withdrawn. Furthermore, NM may be obliged to retain Personal Data for a longer period whenever required to do so for the performance of a legal obligation or upon order of an authority.

Once the retention period expires, Personal Data shall be deleted. Therefore, the right to access, the right to erasure, the right to rectification and the right to data portability cannot be enforced after expiration of the retention period.

## **SECURITY**

We are committed to ensuring that your information is secure. In order to prevent unauthorised access, disclosure, modification or unauthorized destruction of the Data we have put in place physical, electronic, managerial procedures to safeguard and secure the information we collect online and in print. Neelu Matchmaking offices are kept locked when unoccupied and any hard copy documents are stored in locked cabinets.

## **METHODS OF PROCESSING**

The Data processing is carried out using computers and/or IT enabled tools. In addition to the Owner, in some cases, the Data may be accessible to certain types of persons in charge, involved with the operation of this Website (administration, sales, marketing, legal, system administration) or external parties (such as third-party technical service providers, mail carriers, hosting providers, IT companies, communications agencies) appointed, if necessary, as Data Processors by the Owner. The updated list of these parties may be requested from the Owner at any time.

## HOW WE USE COOKIES

Cookies are small files which ask permission to be placed on your computer's hard drive. If agreed the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application is able to tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences. You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser settings to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

## LINKS TO OTHER WEBSITES

Our website may contain links to other websites of interest. However, once you have used these links to leave our website, we do not then have any control over that other site. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement relevant to the website in question.

## CONTROLLING YOUR PERSONAL INFORMATION

We do not sell, distribute or lease your personal information to third parties unless you have permitted us to do so or we are required by law to do so.

We use your personal information to send you promotional information about third parties which we think you may find of interest.

You may request details of personal information which we hold about you under Data Protection Act 1998 and General Data Protection Regulation. A small fee is payable. If you wish to receive a copy of the information we hold on you please email [info@neelumatchmaking.co.uk](mailto:info@neelumatchmaking.co.uk).

If you believe any of the information we are holding about you is incorrect or incomplete, please email us as soon as possible at [info@neelumatchmaking.co.uk](mailto:info@neelumatchmaking.co.uk). We will promptly correct any information found to be incorrect.

You also have the right to the erasure of your personal details. If you wish to have your details erased from our system, please email us at [info@neelumatchmaking.co.uk](mailto:info@neelumatchmaking.co.uk)

The GDPR also gives you the right to lodge a complaint with the supervisory authority, the Information Commissioner who may be contacted at <http://ico.org.uk/concerns> or telephone: 03031231113

For further information on each of those rights, including the circumstances in which they apply, see the guidance from the Information Commissioner's office (ICO) on individual rights under the General Data Protection Regulation.

We may make changes to this privacy policy from time to time, so please make sure you check this policy occasionally for any updates.