



Privacy Policy

Version 3.6.9 | Effective date 1 September 2025

RecordMy Privacy Policy

1. Who we are

This Privacy Policy explains how Fuchsia Industries Ltd (trading as “RecordMy”) (“we”, “us”, “our”) collects and uses personal data when you use our website and services.

When we provide the RecordMy SaaS platform to organisations, we typically act as a data processor processing personal data on behalf of our customers. For our own website administration, billing and account management we act as a data controller.

2. Contact details

- Organisation: Fuchsia Industries Ltd (t/a RecordMy)
- Registered office: RecordMy, RecordMy, 3rd Floor, 86-90 Paul Street, London, EC2A 4NE, United Kingdom
- Company number: 14254093
- Email: data-protection@rmy.software
- Support portal: <https://recordmy.atlassian.net/servicedesk/customer/portal/1> (or as provided to customers)

Data Protection Officer (DPO): Chelsea Worthington.

3. Personal data we collect

We may collect and process the following categories of personal data:

3.1 Website visitors

- Name and contact details (where provided via forms)
- IP address, browser type, device type and operating system
- Website analytics and usage data
- Cookies and similar technologies (see Cookies section)

3.2 Customers / account administrators

- Account administrator name and email address
- Organisation name and contact details
- Authentication and access logs
- Support tickets and communications

3.3 End users / records entered into the platform (Customer Data)

The categories of data depend on what our customers enter into the platform and may include names, identifiers, safeguarding notes, and other sensitive information. This may include special category data depending on customer use.

4. How we use personal data

- To provide and operate the RecordMy platform

- To manage accounts, authentication and access
- To respond to support requests and service communications
- To maintain security, audit logs and service monitoring
- To improve the platform, fix defects and develop features
- To comply with legal obligations

5. Lawful bases

Where we are the controller, we process personal data on the following lawful bases:

- Contract – to provide services and manage subscriptions
- Legitimate interests – to operate, maintain and secure our business and platform
- Legal obligation – for tax, accounting and regulatory compliance
- Consent – where required (e.g., certain cookies and marketing communications)

Where we process Customer Data within the platform, our customer determines the lawful basis as controller.

6. Data sharing

We may share personal data with suppliers who help us operate our services (sub-processors), professional advisers, and where required by law. We do not sell personal data.

A current list of subprocessors is provided in our Subprocessor List document.

7. Data residency and international transfers

Customer Data is hosted and processed in the region aligned to the customer account profile:

- United Kingdom: Data residency location is London, United Kingdom.
- European (including Africa and neighboring European countries, excluding United Kingdom): Data residency location is Paris, France.
- United States: Data residency location is Virginia
- Asia: Data residency location is Singapore
- Australia & New Zealand: Data residency location is Australia

Where we (or our approved subprocessors) transfer personal data outside the applicable region, we will ensure appropriate safeguards are used, such as the UK International Data Transfer Agreement (IDTA), the UK Addendum, and/or EU Standard Contractual Clauses (SCCs), together with supplementary measures where appropriate.

8. Data retention

We keep personal data only as long as necessary for the purposes described above, including to meet legal requirements. Platform Customer Data is retained as instructed by our customers and as set out in our contract.

9. Your rights

Where we are the controller, you may have rights including access, rectification, deletion, restriction, objection, portability, and the right to withdraw consent where applicable. You may also complain to the UK Information Commissioner's Office (ICO).

If you are an end user whose data is held in our customer's platform, you should contact the relevant customer (controller) to exercise your rights.

10. Security

We implement appropriate technical and organisational measures designed to protect personal data. Please see our Security Statement for further information.

11. Cookies

We use essential cookies required for security and platform operation. We may also use analytics cookies subject to consent where required. You can manage cookie preferences via our cookie banner and browser settings.

12. Changes to this policy

We may update this policy from time to time. Significant changes will be communicated via our website or directly to customers as appropriate.