

Customer Data Protection Policy

1. Purpose This Customer Data Protection Policy outlines how Discovery Circle collects, processes, stores, and protects customer data to ensure privacy and security while complying with applicable laws and regulations.

2. Scope This policy applies to all employees, contractors, and third parties handling customer data within and on behalf of Discovery Circle. It covers all types of personally identifiable information (PII) and sensitive customer data.

3. Data Collection and Use

- Customer data is collected lawfully, fairly, and transparently for specified and legitimate business purposes.
- Only necessary Customer data is collected and used strictly for its intended purpose.
- Customers are informed about data collection, usage, and their rights through clear privacy notices.

4. Data Storage and Security

- Customer data is stored securely using encryption, access controls, and secure servers.
- Regular security audits and assessments are conducted to identify and mitigate risks.
- Data access is restricted to authorized personnel only.

5. Data Sharing and Third Parties

- Customer data is not shared with third parties without consent unless required by law or for legitimate business purposes (e.g., service providers under strict data protection agreements).
- Third parties handling customer data must comply with data protection standards and legal requirements.

6. Data Retention and Deletion

- Data is retained only for as long as necessary for business or legal requirements.
- Customers have the right to request data deletion or correction as per legal guidelines.
- Secure disposal methods are used for data no longer required.

7. Customer Rights and Transparency

- Customers have rights to access, rectify, delete, and restrict processing of their data.
- Requests for data access or modifications are processed within legally defined timeframes.
- Customers can opt out of marketing communications at any time.

8. Incident Response and Breach Notification

- A structured incident response plan is in place to handle data breaches effectively.
- Customers and regulatory authorities are notified promptly in case of a data breach, as required by law.

9. Compliance and Training

- Employees handling customer data receive regular training on data protection practices.
- Internal compliance checks are conducted to ensure adherence to this policy.
- Non-compliance may result in disciplinary actions, including termination and legal consequences.

10. Policy Review and Updates

- This policy is reviewed periodically to reflect changes in laws, regulations, and business practices.
- Updates are communicated to employees and relevant stakeholders.

For any questions or concerns regarding this policy, please contact Jack Farraj at info@discovercircle.com