

theonline lab

create your digital freedom

(Last Updated February 16th, 2021)

1. Overview

- 1.1. Personal data collected by the online lab are processed in accordance with the law on legal protection of personal data and other legal acts of every country we aim to do business. **All personal data collected from this site complies with the principles of the EU GDPR data protection act 1998 and May 25, 2018, and the California consumer protection act (CCPA). By accessing this site you agree to the terms of this privacy policy and consent to the collection, processing, use or transfer of data as set out in this policy.**
- 1.2. For the purpose of the processing personal data, the online lab may engage data processors and/or, at its sole discretion, hire other persons to perform certain functions on behalf of the online lab. In such cases, the online lab shall take necessary measures to ensure that such data is processed by the personal data processors in accordance with instructions of the online lab and applicable legislation. the online lab shall also require the personal data processors to implement appropriate measures for the security of personal data. In such cases, the online lab shall ensure that such persons will be subject to the non-disclosure obligation and will not be able to use this information for any other purpose, except to the extent necessary to perform the functions assigned to them.
- 1.3. the online lab services is responsible for safeguarding your personal information (information you have voluntarily disclosed to us) and using this information only for the purpose for which it was collected for (as explained to you prior to collection and agreed by you).
- 1.4. The following is general information on the online lab privacy practices. Please read our privacy statement and let us know if you have any questions.

2. This policy (together with our terms and conditions and any other documents referred to in it) sets out:

2.1. Overview

2.2. Personal information we collect about you PIPEDA

2.3. Types of data collected

2.4. How we collect your data

2.5. Payment processing and Payment Processor

2.6. Cookies and other technologies.

2.7. How we use your information.

2.8. Our promotional updates and communications.

2.9. Who we give your information too.

2.10. How we store your information.

2.11. Website Related Services subjects

2.12. security

2.13. Transfer to third parties

2.14. Enforcement, recourse and liability

2.15. How we protect your information

2.16. How long we keep your information.

2.17. Your rights as a data subject

2.18. Privacy shield

2.19. European union GDPR compliance (data processing notice)

2.20. Complaints to a data protection authority

2.21. Contact us

2.22. Changes to this policy.

3. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it. By using the platform you acknowledge you have read and understood this privacy policy.

4. Personal information we collect about you (PIPEDA)

- 4.1. According to the **personal information protection and electronic documents act, 2000** (PIPEDA), “personal information” means information about an identifiable individual. The information you provide to the online lab is considered personal information it is possible to relate it back to you through your name, address, e-mail address, telephone number and any other information that can identify you.
- 4.2. If information cannot be related to an identifiable individual it is considered anonymous information (such as laboratory results identified by alpha-numeric identifier instead of individual's name). Whenever possible, the online lab works with anonymous information. This privacy statement does not apply to anonymous information.

5. Types of data we collect from you

- 5.1. **Personally Identifiable Information (PII)**. We acquire PII from you when you register for a membership account and subscribe for a Change Online Service, these PII may include, in certain contexts, your name, postal address, zip code, email address, and telephone number. We also acquire your IP address, User ID, and/or Device ID, which certain jurisdictions consider to be PII because it could be used to identify an individual or Device if it were combined with other identifying information.
- 5.2. **Sensitive PII**. In certain circumstances, such as when subscribing for our service, you may provide a credit, debit, or payment account number, or other payment information to our payment gateway provider (Stripe) which we recognise as more sensitive than other PII. We generally do not request on or through the Service other Data that is often considered “highly sensitive,” such as other financial account information (e.g., credit report information, bank account numbers), or government issued identification numbers (e.g., social security number, drivers license number, or passport number), although we reserve the right to do so when such Data is necessary to offer you certain services.
- 5.3. **Anonymous Data**. Some of the Data that we acquire cannot identify, distinguish or trace you or your Device, even if combined with other identifying information, and some Data that could be considered PII when combined with other identifying information is not used in a way that identifies, distinguishes or traces you or your Device, but is instead used in an anonymous way, often aggregated with other anonymous Data about other users.

5.4. ***Cookies and other tracking technologies:*** the online lab and our third-party partners, such as our advertising, data collection and analytics partners, use cookies and other tracking technologies (e.g., web beacons, device identifiers and pixels) to provide functionality and to recognise you across different services and devices. For more information, please see our cookies and tracking notice, which includes information on how to control or opt out of these cookies and tracking technologies.

6. How we collect your data

6.1. **Data You Provide.** We mostly receive PII because you provide it to us. For instance, when you enter a contest, complete a survey, register for our online training, and you may provide a credit, debit, or payment account number, or other payment information, as well as your name, telephone number(s), email and/or street address. Other Data such as your age, gender, an avatar, and preferences may also be requested. In addition, we may acquire your Data when you contact us by telephone, postal mail, social media interaction or messaging (e.g., email, SMS, MMS, or similar technologies). We also may acquire information that you provide about other people, for example, when you use our “refer-a-friend” email feature.

6.2. ***Payment Information:*** We collect certain payment and billing information when you purchase certain paid Services through our payment gateway partners (Stripe). You might also provide payment information, such as payment card details, which we collect via secure payment processing partners.

6.3. **Data Automatically Collected.** The Service may also automatically collect Data about you, your online behaviour and your Device. The Data collected may include, without limitation, the make, model, settings, specifications (e.g., CPU speed, connection speed, browser type, operating system, device identifier) and geographic location of you and/or your Device, as well as date/time stamp, IP address, pages visited, time of visits, Content viewed, ads viewed, the site(s), application(s), destination(s), and/or service(s) you arrived from, and other clickstream data. The Service may collect your Data even if the Service is not open on your Device or you're not logged in.

6.4. **Data Acquired Elsewhere.** We may also acquire your PII or other Data offline or otherwise outside of the Service. For example, we may purchase or otherwise acquire

such Data from third party data suppliers. We reserve the right to merge or co-mingle this other Data with your PII and Data collected on or through the Service.

- 6.5. **Social Network Integration.** If you choose to access, visit and/or use any third party social networking service(s) that may be integrated with the Service, we may receive your Data that has been made available to those services, including information about your contacts on those services. For example, some social networking services allow you to push Content from our Service to your contacts or to pull information about your contacts so you can connect with them on or through our Service. Some social networking services also will facilitate your registration for our Service or enhance or personalise your experience on our Service. Your decision to use a social networking service in connection with our Service is voluntary. However, you should make sure you are comfortable with your Data the third party social networking services may make available us by visiting those services privacy policies and/or modifying your privacy settings directly with those services. We reserve the right to use, transfer, assign, sell, share, and provide access to all of your Data that we receive through third-party social networking services in the same ways as all of your Data we receive through our Service (as described below).
- 6.6. **Be Careful Publicly Posting PII.** Please be aware that Content and PII that you disclose in publicly accessible portions of the Service may be available to other users, and may also be made available outside the Service by third parties, so you should be mindful of all PII, especially sensitive PII, that you may wish to post.
- 6.7. **Cookies and other technologies**
- 6.8. Our platforms use cookies and similar technologies to distinguish you from other users of our platforms. This helps us to provide you with a good experience when you browse our platform and also allows us to improve our services.
- 6.9. Most browsers automatically accept cookies and similar technologies, but if you prefer, you can change your browser to prevent that and your help screen will tell you how to do this. We also give you information about disabling cookies. However, you may not be able to take full advantage of our web site if you do so.
- 6.10. A number of cookies and similar technologies we use last only for the duration of your web or app session and expire when you close your browser or exit the app. Others are used to remember you when you return to the platform and will last for longer.

6.11. We use these cookies and other technologies on the basis that they are necessary for the performance of a contract with you, or because using them is in our legitimate interests (where we have considered that these are not overridden by your rights), and, in some cases, where required by law, where you have consented to their use.

7. Payment processing and Payment Processor

7.1. Payments made on the Change Online website are made through Stripe payment gateway provider. You will be providing credit or debit card information directly to Stripe which operates a secure server to process payment details, encrypting your credit/debit card information and authorising payment. Information which you supply to Stripe is not within our control and is subject to Stripe own privacy policy and terms and conditions.

7.2. Note your payment card details are not shared with Change Online by the provider

8. Cookies Overview

8.1. When you visit some web sites, their web servers generate pieces of information known as cookies. Cookies are commonly used to recognise your computer in the future. the online lab also uses session cookies for its legitimate interest of pursuing technical purposes, such as providing seamless navigation through our site, allow you to carry information across pages of our site and avoid having to re-enter information. These cookies do not permanently record data and they are stored on your computer browser. If you don't want cookies to be stored on your computer you can simply go to your browser settings and clear your cookies cache or refuse cookies.

8.2. the online lab also uses persistent cookies for a number of legitimate interests, such as to be able to track the number of unique visitors to the site. Additionally, persistent cookies enable the online lab to tailor content and related subject matter to match your preferred interests and/or for the purposes of not showing you the same content and related subject matter repeatedly.

8.3. We may also employ cookies to compile anonymous, aggregated statistics that allow us to understand how users use our site and to help us improve the structure of our web site. We cannot identify you personally in this way.

8.4. If you'd like to delete cookies or instruct your web browser to delete or refuse cookies, please visit the help pages of your web browser. Please note, however, that if you delete cookies or refuse to accept them, you might not be able to use all of the features we

offer, you may not be able to store your preferences, and some of our pages might not display properly.

8.5. Types of cookies we use on our web site

8.5.1. **Strictly needed cookies.** These cookies are necessary for the Web site to work correctly. They will allow you to move around our web site and use its capabilities. These files do not identify you as a person. If you do not agree to use this type of file this may affect the proper work of the web site or its components.

8.5.2. **Cookies related to performance, efficiency, and analytics.** These files help us understand how you interact with our web site by providing information about the areas visited and the amount of time spent on the web site, as well as showing problems in the operation of the Internet resource, for example, error messages. This will help us to improve the work of the web site.

8.5.3. **Cookies related to analytics.** These files help us to measure the effectiveness of advertising campaigns and optimise the content of web sites for those who are interested in our advertising. This type of cookies shall not be used for your identification. All information that is collected and analysed is anonymous.

8.5.4. **Advertising cookies.** These cookies record information about your online activities, including visits to our web site, as well as information about the links and advertising that you have chosen to view. the online lab uses such files to collect data about your activity on the Internet and determine your interests, which allows the online lab to provide advertising that suits your interests and on which you have given your consent.

8.6. The web site capture limited data (user-agent, HTTP referrer, last URL requested by the user, client-side and server-side clickstream) about visits to the Web site. the online lab may use this data to analyse patterns and to perform system maintenance. You have several options how to manage cookies on your device. All browsers allow you to block or delete cookies from your device. You may consult the privacy features in your browser to understand what you should do if you need to manage cookies.

9. How we use your information

9.1. **Processing Your Requests for our online training or service.** We use your Data to process your request for the services you registered. For example, if you subscribe to

any of our membership program we may use your e-mail address to send you a confirmation notice.

9.2. **Administering the Service.** We also use your Data for any lawful business purpose in connection with administering the Service, including without limitation for customer service, to help diagnose problems with servers, to improve Products that we offer by tailoring them to your needs, to gather broad demographic information, to analyse trends, to seek compatible advertisers, sponsors, clients and customers, and to track users movements around the Service and elsewhere on the web or across apps and/ devices. Your geographic location Data may specifically be used to show you Content (including advertising and sponsored messaging) based on geographic location.

9.3. **Access by Third Party Providers.** We may also allow access to your Data by Third Party Providers that provide us with services, such as technical maintenance, market research, community and forums management, auction services, e-commerce, personal/job search and other advertising functionality, but only for the purpose of and to the extent necessary to provide those services. And if you choose to purchase or subscribe to any Product(s), we may forward your Data to Third Party Providers for services such as credit/debit card or other payment processing, order fulfilment, credit preauthorisation, and address verification. There are also times when you provide Data to us in areas of the Service that may be managed or participated in by one or more **Third Party Providers**. In such cases, the Data may be used by us and by such Third Party Provider(s), each pursuant to its own policies. While we may seek to require Third Party Providers to follow appropriate privacy policies and will not authorise them to use your Data except for the express purpose for which it is provided, we do not bear any responsibility for any actions or policies of third parties.

9.4. **Marketing Communications.** We may also use your Data to communicate with you about new features, events or Products offered by us, Third Party Providers, our advertisers, and other companies and individuals with which we have a relationship.

9.5. **Safety, and Legal Requests.** We reserve the right to access, use, and share with others your Data for purposes of legal request and other matters in the public interest. We may also provide access to your Data in order to cooperate with official investigations or legal proceedings brought by or otherwise involving governmental and/or law enforcement officials, as well as private parties, including, for example, in response to subpoenas, search warrants, court orders, or other legal process. We may also provide access to

protect our rights and property and those of our agents, customers, and others including to enforce our agreements, policies, and terms of use.

- 9.6. **Employment Opportunities.** If you provide your PII to us in connection with an employment inquiry, without limiting the applicability of the rest of this Privacy Policy, we will use your PII to evaluate your job application, and for related recruiting, reporting and record keeping purposes. We may maintain your PII on file, whether we hire you or not, to administer your relationship with us and/or for job applicant related reporting and record keeping for as long as required or permitted by law.
- 9.7. **Transfer or Sale of Our Business.** As our business changes, we may buy or sell various assets owned or controlled by us. In the event all or a portion of the assets are sold, assigned, transferred or acquired by another company due to merger, divestiture, restructuring, reorganisation, dissolution, financing, acquisition, bankruptcy or otherwise, your Data may be among the transferred assets.
- 9.8. **Combining Your Anonymous Data with PII.** We reserve the right to merge or co-mingle anonymous, non-personally identifiable Data about you, your offline and online behaviour, and/or your Device (including its geographic location), with your PII for any lawful business purpose.
- 9.9. Please keep in mind that the online lab does not trade or sell your personal information.

10. We May Share your information with

- 10.1. Any member of our group, which means our subsidiaries, our partners, our ultimate holding company and its subsidiaries, who support our processing of personal data under this policy. If any of these parties are using your information for direct marketing purposes, we will only transfer the information to them for that purpose with your prior consent.
- 10.2. **Selected third parties.**
- 10.3. **Our selected third parties may include:**
- 10.4. In the event that we sell or buy any business or assets, in which case we will share your personal data to the prospective seller or buyer of such business or assets subject to the terms of this privacy policy.
- 10.5. If the online lab or substantially all of its assets are acquired by a third party, in which case personal data held by it about its customers will be one of the transferred assets.

10.6. If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our terms of supply terms and other agreements with you; or to protect the rights, property, or safety of the online lab, our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction and to prevent cybercrime.

10.7. **California / Delaware Do Not Track Disclosures**

10.8. Various third parties are developing or have developed signals or other mechanisms for the expression of consumer choice regarding the collection of information about an individual consumer's online activities over time and across third-party web sites or online services (e.g., browser do not track signals). Currently, the online lab do not monitor or take any action with respect to these signals or other mechanisms.

11. Where we store your information

11.1. the online lab has a data privacy officer who is responsible for ensuring that your personal information is collected, used, disclosed (shared) and retained in compliance with applicable privacy regulations.

11.2. However, the data that we collect from you may be transferred to, and stored at, a destination outside the European economic area ("EEA") that may not be subject to equivalent data protection law.

11.3. Where your information is transferred outside the EEA, we will take all steps reasonably necessary to ensure that your data is subject to appropriate safeguards, such as relying on a recognised legal adequacy mechanism, and that it is treated securely and in accordance with this privacy policy.

11.4. **In order to store it**

11.5. In order to enable us to provide products or services to you and fulfil our contract with you. This includes Web Related Services fulfilment, processing of, and the provision of support services.

12. How we store and secure information we collect

12.1. **Information storage and security**

12.2. We use industry standard technical and organisational measures to secure the information we store.

12.3. While we implement safeguards designed to protect your information, no security system is impenetrable and due to the inherent nature of the internet, we cannot guarantee that data, during transmission through the internet or while stored on our systems or otherwise in our care, is absolutely safe from intrusion by others.

12.4. If you use our server or data centre services, responsibility for securing storage and access to the information you put into the services rests with you and not the online lab. We strongly recommend that server or data centre users configure SSL to prevent interception of data transmitted over networks and to restrict access to the databases and other storage points used.

13. How long we keep information

13.1. How long we keep information we collect about you depends on the type of information, as described in further detail below. After such time, we will either delete or anonymise your information or, if this is not possible (for example, because the information has been stored in backup archives), then we will securely store your information and isolate it from any further use until deletion is possible.

13.2. ***Marketing information:*** if you have elected to receive marketing emails from us, we retain information about your marketing preferences for a reasonable period of time from the date you last expressed interest in our services, such as when you last opened an email from us or ceased using your the online lab materials. We retain information derived from cookies and other tracking technologies for a reasonable period of time from the date such information was created.

14. How to access and control your information

14.1. You have certain choices available to you when it comes to your information. Below is a summary of those choices, how to exercise them and any limitations.

14.2. **Consent to provide personal information**

- 14.3. We inform you when we need to collect your personal information and why we are collecting it.
- 14.4. the online lab only collects information from you after you give us your consent. The only exception is when the law requires the collection, use or disclosure of a person's information without consent.
- 14.5. Providing us with personal information is entirely voluntary. By giving us your personal information, you consent to allow us to use and disclose your personal information as described to you. If you do not agree with the use and disclosure of your information, please do not provide us with your personal information.
- 14.6. Some of our services can only be offered if you provide personal information so, if you choose not to provide your information, we may not be able to provide you with those services.
- 14.7. You may withdraw consent at any time. You will be informed of the effect that withdrawing your consent will have.
- 14.8. Your withdrawal of consent will only apply from the point that you withdrew consent. Your withdrawal of consent is not retroactive.
- 14.9. [This means we will not remove information that has already been disclosed.](#)

15. Transfer to third parties

- 15.1. To facilitate the purposes of Web related Service, personal data may be shared in the normal course and scope of business with third parties to whom the online lab has chosen to outsource work. In the event that personal data is transferred to a third party, the online lab requires in its agreements with third parties that adequate privacy precautions are taken that provide the same level of privacy protection as is required by the principles of the privacy shield. In certain circumstances, the online lab may remain responsible and liable under privacy shield principles if such third parties process the personal data in a manner inconsistent with the privacy shield principles

16. Your rights as a data subject

- 16.1. In some jurisdictions (for example, the member states of the European Union) you may be entitled to certain rights in and to your personal data, subject to certain conditions and exceptions contained in applicable law. These rights may include the following:

- 16.2. Request us to confirm whether your personal data is processed by us, and if we do, to obtain access to your personal data and certain information about it.
- 16.3. Require the correction of your personal data if it is inaccurate or incomplete.
- 16.4. Direct us to stop processing your personal data under certain circumstances.
- 16.5. Erase or delete your personal data, for example, where the data is no longer needed to achieve the purpose for which it was collected.
- 16.6. Restrict the further processing of personal data
- 16.7. Request us not to be subject to a decision based solely on automated processing, including profiling, which produces legal effects concerning you or similarly significantly affects you (we currently do not engage in such processing and will notify you prior to doing so).
- 16.8. Request to receive your personal data for transmission to, or to directly transmit to, another data controller in a structured, commonly-used and machine-readable format.
- 16.9. To protect your privacy and the security of your personal data, we will take reasonable steps to verify your identity before complying with such rights requests.

17. Privacy shield

- 17.1. the online lab adheres to the seven privacy shield principles of notice, choice, and accountability for onward transfer, security, data integrity, access, and recourse, enforcement and liability as they relate to personal data. the online lab verifies compliance to the principles through self-assessment. The privacy policy covering human resources data can be accessed on our intranet web site by all employees.

18. *Legal bases for processing (for EEA users):*

- 18.1. If you are an individual in the European economic area (EEA), we collect and process information about you only where we have legal bases for doing so under applicable EU laws. The legal bases depend on the services you use and how you use them. This means we collect and use your information only where:
- 18.2. We need it to provide you the services, including to operate the services, provide customer support and personalised features and to protect the safety and security of the services;

- 18.3. It satisfies a legitimate interest (which is not overridden by your data protection interests), such as for research and development, to market and promote the services and to protect our legal rights and interests;
- 18.4. You give us consent to do so for a specific purpose; or
- 18.5. We need to process your data to comply with a legal obligation.
- 18.6. If you have consented to our use of information about you for a specific purpose, you have the right to change your mind at any time, but this will not affect any processing that has already taken place. Where we are using your information because we or a third party (e.g. Your employer) have a legitimate interest to do so, you have the right to object to that use though, in some cases, and this may mean no longer using the services

19. Our COPPA policy towards children

- 19.1. The services are not directed to individuals under the age of 16. We do not knowingly collect personal information from children under 16. www.lifestyle-goals.com complies with both the Children's Online Privacy Protection Act of 1998 (COPPA) and, with regard to EU data subjects, with GDPR. While children under the age of eighteen (16) may use the Site only with the consent of his or her parent or legal guardian, please be advised that this Site is not directed or otherwise promoted for use by children under the age of sixteen (16).

20. How we protect your information

- 20.1. All information you provide to us is stored on our secure servers. Any payment transactions will be encrypted using TLS 1.3 (a strong protocol), x25519 (a strong key exchange), and aes_128_gcm (a strong cipher). Where we have given you (or where you have chosen) a password which enables you to access certain parts of our platforms, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.
- 20.2. Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our platforms; any transmission is at your own

risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

20.3. Our site may, from time to time, contain links to external sites. We are not responsible for the privacy policies or the content of such sites.

21. Your California Privacy Rights (CCPA)

21.1. We may elect to share information about you with third parties for those third parties' direct marketing purposes. California Civil Code § 1798.83 permits California residents who have supplied personal information (as defined in the law) to us to, under certain circumstances, request and obtain certain information regarding our disclosure, if any, of personal information to third parties for their direct marketing purposes.

21.2. If this law applies to you, you may obtain the categories of personal information shared by us and the names and addresses of all third parties that received personal information for their direct marketing purposes from us during the immediately prior calendar year (*e.g.*, requests made in 2016 will receive information about 2015 sharing activities).

21.3. To make such a request, please provide sufficient information for us to determine if this applies to you, attest to the fact that you are a California resident and provide a current California address for our response. To make such a request (limit one request per year), please send an email to: info@lifestyle-goals.com, with "California Privacy Rights" as the subject line

22. Your right to withdraw consent

22.1. Where the processing of your personal information by us is based on consent, you have the right to withdraw that consent without detriment at any time by contacting us info@lifestyle-goals.com. You can also change your marketing preferences at any time as described in 'our promotional updates and communications' section.

22.2. You can also exercise the rights listed above at any time by contacting us at info@lifestyle-goals.com.

22.3. If your request or concern is not satisfactorily resolved by us, you may contact our data protection officer, his email is james@theonlinelab.uk

22.4. He can provide further information about your rights and our obligations in relation to your personal data, as well as deal with any complaints that you have about our processing of your personal data.

23. Data Privacy Regulatory Frameworks and Requirements

23.1. GDPR Data Privacy User Rights

23.2. If you are an EU resident and the online lab is processing, and/or transmitting your personal data, then you - as an "EU data subject" - benefit from the following rights and privileges under the General Data Protection Regulation (GDPR):

23.3. **Right of Access:** you have the right to obtain from us, as controllers, confirmation as to whether or not personal data concerning you are being processed, and, where that is the case, access to the following personal data and information:

23.4. the purposes of the processing;

23.5. the categories of personal data concerned; i.e name, email, phone number etc

23.6. the recipients or categories of recipient to whom the personal data have been or will be disclosed, in particular recipients in third countries or international organisations';

23.7. where possible, the envisaged period for which the personal data will be stored, or, if not possible, the criteria used to determine that period;

23.8. the existence of the right to request from us rectification or erasure of personal data or restriction of processing of personal data concerning you or to object to such processing; (f) the right to lodge a complaint with a supervisory authority (for a list of supervisory authorities, see https://edpb.europa.eu/about-edpb/board/members_en);

23.9. where the personal data are not collected from you, any available information as to their source;

23.10. The existence of automated decision-making, including profiling, along the lines indicated by Article 22(1) and (4) GDPR, and meaningful information about the logic involved, as well as the significance and the envisaged consequences of such processing for you.

- 23.11. **Right to Rectification:** you have the right to obtain from us without undue delay the rectification of inaccurate personal data concerned, provided during registration by him or her. Taking into account the purposes of the processing, the user have the right to have request his incomplete personal data be completed, including by means of providing a supplementary statement.
- 23.12. **Right to Erasure (“Right to be Forgotten):** you have the right to obtain from us the erasure of your personal data without undue delay, and we have the obligation to erase personal data without undue delay when: a) your data are no longer necessary for the purposes for which they were collected; b) you had consented to the processing; c) you have objected to the processing, as per below; d) your persona data had been unlawfully collected; e) your personal data need to be erased as a matter of compliance with a legal obligation.
- 23.13. **Right to Restriction of Processing:** you have the right to obtain from us the restriction of processing if you: a) contest the accuracy of the personal data, until this is verified; b) the processing is unlawful but you don’t want erasure; c) we no longer need the personal data, but you require them to establish, exercise to defend a legal claim; d) you have objected to processing but there is a need to verify whether our legitimate grounds override your rights to object.
- 23.14. **Right to Data Portability:** where your personal data have been provided on the basis of your consent or for the performance of a contract, and their processing occurs in an automated way, you have the right to receive the personal data you have provided to us in a structured, commonly used and machine-readable format and have the right to transmit those data- or have directly transmitted - to another controller.
- 23.15. **Right to Object:** you have the right to object, on grounds relating to your particular situation, at any time to processing of your personal data based on a legitimate ground point (e) or (f) of Article 6(1), including profiling based on those provisions. In this case, we can no longer process your personal data unless we show that there is a compelling legitimate ground for the processing which override your interests, rights and freedoms or for our establishment, exercise or defence of legal claims.
- 23.16. ***Data portability***

23.17. Data portability is the ability to obtain some of your information in a format you can move from one service provider to another (for instance, when you transfer your mobile phone number to another carrier). Depending on the context, this applies to some of your information, but not to all of your information. Should you request it, we will provide you with an electronic file of your basic account information and the information you create on the spaces you under your sole control, like your personal bitbucket repository

23.18. **Notice for California consumers - your privacy rights under the (CCPA)**

23.19. Under California's "shine the light" law, California residents have the right to request in writing from businesses with whom they have an established business relationship

23.20. A list of the categories of personal information, such as name, address, e-mail address, and the type of services provided to that customer, that a business has disclosed to third parties (including affiliates that are separate legal entities) during the immediately preceding calendar year for the third parties' direct marketing purposes, and

23.21. The names and addresses of all such third parties. To request the above information, please e-mail us at james@theonlinelab.uk

23.22. We will respond to such written requests within 30 days following receipt at the mailing address above. We reserve the right not to respond to requests submitted other than to the address specified above or otherwise exempted by law. Please note that we are required only to respond to each user once per calendar year.

24. Complaint to a data protection authority

24.1. You have the right to submit a complaint concerning our data processing activities to our data protection officer

24.2. **Contact us**

24.3. If you have any queries regarding our data collection and protection practices or your rights, please do not hesitate to contact our data protection officer, at james@theonlinelab.uk

24.4. **Privacy policy changes**

24.5. We may revise this privacy policy from time to time and will post the most current version on our web site. If a revision meaningfully reduces your rights, we will notify you.