



PRIVACY POLICY

ON THE PROCESSING OF PERSONAL DATA ON THE WEBSITE [digi.uk](https://www.digi.uk)

In force as of 01.07.2026

1.WHO WE ARE

DIGI TELECOM LIMITED, Address: 12 New Fetter Lane, London, United Kingdom, EC4A 1JP, Registered in England & Wales | Company Number: 14447294, Telephone number: 0044 1582 367070 (hereinafter referred to as "Company", "Operator", "We").

We collect and process various categories of personal data from you as a user of the website www.digi.uk (hereinafter „**website**”), which, in accordance with UK and European Union legislation on the protection of personal data, gives us the capacity of data controller for such data.

The protection of your personal data is very important to us. This Personal Data Processing Policy describes our practices regarding our collection and use of your personal data as a result of your interaction with our website. These provisions do not cover the situation of advertising competitions.

Please read this Policy carefully to understand how we process your personal data.

2.WHAT DATA WE PROCESS ABOUT YOU

We will collect your personal information directly from you, for example:

- 2.1. When using the website;
- 2.2. When you create a user account;
- 2.3. When using My Account;
- 2.4. When you purchase a service;
- 2.5. When you make payment for the ordered products or services
- 2.6. When you submit a request or complaint to us regarding your rights in relation to your personal data;
- 2.7. When you make a request for technical support;
- 2.8. When you subscribe to our newsletters;
- 2.9. What happens if you do not provide us with your data.



2.1. When using the website

Our website is aimed at people who are at least 18 years old, so we do not knowingly process children's data. The company only contracts with customers who are over 18 years old. The account holder will always be an adult, but some of our services may be purchased by adult individuals for use by children, in which case we will collect and process data as part of providing our services to the end user in accordance with this Policy.

The website automatically collects certain information and stores it in log files. This information includes the internet protocol address (IP), the general location of your computer or device (at city level), browser type, operating system, time of access (time/date of internet connection), the link of the page accessed, the history of viewing the pages of our website.

We use this information so that we can design our website in such a way as to better adapt to the needs of our users. We may also use your IP address to help diagnose problems with our servers and to administer our website, to analyse trends, to track visitor movements and to gather general demographic information to help us identify visitor preferences. The basis of the processing is our legitimate interest to monitor the activity on the site and ensure the security of the site.

Our website also uses cookies, which you can read about in the COOKIES section below. As a general rule, for the placement of cookies that are not strictly necessary for the functionality of the page, your consent is required, expressed when entering the website, through the opt-in boxes, opt-out of the cookie consent banner. Your cookie options can be changed at any time, with instructions for this being included in the Cookie Policy.

2.2. When you create a user account

Our website is dedicated to the sale of services and the management of the user account („ My” Account).

For the creation of the customer account, we process the data mentioned in the account creation form, such as: name, surname, date of birth, email, password. This data is provided directly by you.

When you create a personal account, the user and his password are registered. We do not store the original copy of your password. Instead, we keep it in a form that allows us to authenticate you, but does not allow us to find out what your original password is. We also remember the IP address (Internet Protocol), which is the address of your terminal on the Internet. The processing takes place in order to manage your user account.

2.3. When you use My Account

When you access your customer account, we process: your email address and credentials (i.e. your password).

When you use My Account, you have access to a range of services and products associated with your account. In particular, you can set your preferences for receiving marketing communications (Newsletter) from us. You can contact us from My Account to send us your requests and complaints regarding services and /or products, in which case we will process the data and the information you communicate to us.

Within My Account you can view the data associated to your account, which we process: the services and products you benefit from, the history of your orders and their status, the history of your invoices and their status. We also process the history of your actions in your account.



We process this data both in our interest and in your interest, so that we can provide you with an up-to-date record of the services you benefit from, the related costs and the other actions you have taken regarding your account.

Your data collected for this purpose is consolidated in your account and is subject to the retention regime of those data (see section 7. How long we keep the data).

2.4. When you purchase a service

In order to take steps at your request for the conclusion of a contract, in addition to your account data, we will process: name, surname, date of birth, address, email, password.

This data is provided directly by you in the ordering process.

We also remember the IP address from which the order was made, as well as the exact time of the order (timestamp).

2.5. When you make payment for the ordered products or services

Payment of the ordered products or services is processed by a third party service (bank), which is an independent controller with regard to this data processing. Your payment data does not reach us. To see details about the data processing performed by the bank, visit its website.

In order to perform the contract concluded with you, we process the data mentioned in the contract and the payment details.

Your data collected for this purpose is consolidated in your account and is subject to the retention regime of those data (see section 7. How long we keep the data).

2.6. When you send us a request or complaint about your rights in relation to your personal data

As explained in YOUR RIGHTS section below, you have a number of rights in relation to your personal data. If you use the [online SAR form](#) provided for this purpose, or if you submit a complaint to us through the respective form, we will process the name, email address and content of the request/complaint in order to respond to your request /complaint. To the extent that we need to identify you for this purpose, we will also process the data made available for this purpose.

These data are processed on the basis of our legitimate interest to provide you with an easy means of contacting us, as well as on the basis of the legal obligation to identify you and respond to your requests in relation to your rights as a data subject.

2.7. When you make a request for technical support

If you make a request for technical support using our website, we ask you for a series of information that you fill in directly, such as your name, address of the service provision, customer code, telephone number and other information relevant to identifying your request. These data are processed under the performance of the contract with you.

In addition, in the course of providing its services, the company collects and processes multiple data relating to the customer and their use of the services. For example, it collects technical data related to the equipment (for example: router number, types and identification numbers of routers and decoders or terminal equipment sold or offered to customers).



It also collects data related to service connections, such as logins, MAC address, IP address, consumer data, the volume of consumption of the Services (fixed internet consumption volumes).

Your data collected for this purpose is consolidated in your account and is subject to the retention regime of those data (see section 7. How long we keep the data).

2.8. When you subscribe to receive our newsletters

When you subscribe to receive our newsletters (see above section When you create a user account), we will process your email address and/or phone number for this purpose.

We use the data to send you commercial communications (news, special offers, etc.) when you purchase a service and you expressly opt in for such communication.

For this purpose, we will process your email address and/or phone number for individuals. The legal basis of the processing is our legitimate interest to promote our products and services in your case and consent. In all cases we ensure that you have a simple option to unsubscribe at any time, either in the communication itself or by contacting us in the manner indicated in the „**5.INFORMATION OF CONTACT**” section below.

When you unsubscribe, the commercial communication ceases.

We will use your email address and/or telephone number to send you communications based on the performance of the contract, related to your account and contract (account confirmation, purchase and payment confirmations, security communications, etc.). These communications do not require your consent, ensuring your right as a consumer to complete, accurate and accurate information.

2.9 What happens if you do not provide us with your data

You can visit our website without completing any personal data. However, if you want to order our services, it is necessary to make an account and provide us with the respective data. Without providing the data you will not be able to use the functionality of your account or order our products or services. We have set up the required fields so that we ask for the minimum amount of information we need to identify you, provide you with the service or deliver the product, and be able to contact you if necessary. In addition, we do not make your purchase conditional on your consent for receiving marketing communications.

3.YOUR RIGHTS

As a data subject, you have specific legal rights in relation to the personal data we collect from you. We as the Controller will respect your rights and respond to your requests accordingly.

a) **The right to withdraw your consent:** If you have given your consent to the processing of your personal data, you may withdraw your consent at any time. In the case of commercial communications, this withdrawal can be made from the content of each communication and from the account functionalities, in addition to the contact method provided in the „**5.INFORMATION OF CONTACT**” section below.

b) **Right of access:** You may request information relating to the personal data we hold about you, including information relating to the categories of data we hold or control, for what they are used, the source from which we collected them if we obtained them indirectly, and to whom these data are disclosed, if any. We will provide you with a copy of your personal data upon request. If you request

multiple copies of your personal data, we may charge you a reasonable fee based on administrative costs.

You have the right to information about our safeguards for the transfer of your personal data to a country outside the UK, European Economic Area and the European Union, if you ask us to confirm whether or not we process your personal data, whether or not we transfer your personal data to a country outside the European Economic Area and the European Union.

c) **Right to rectification:** You have the right to obtain from us the rectification of the personal data concerning you. You can use the account functionalities in this respect, and in addition you can contact us in the way provided in the „**5.INFORMATION OF CONTACT**” section below.

d) **Right to restriction of processing:** You may obtain from us the restriction of the processing of your personal data, if:

- you acknowledge the correctness of your personal data for the period we need to verify the correctness;

processing is unlawful, but you oppose the erasure of personal data and request the restriction of their use instead;

- we no longer need your personal data but you request it for the establishment, exercise or defence of legal claims, or

- you oppose the processing for the period of time in which we check whether our legitimate interests prevail over yours.

e) **Right to data portability:** You have the right to receive your personal data that you have provided to us, and if technically feasible, to request that we transmit your personal data (which you have provided to us) to another organisation.

These two rights are rights that you have if, cumulatively:

- We process your personal data by automated means;

- We rely, in the processing of your personal data, on your consent or the processing by us of your personal data is necessary for the conclusion or performance of a contract to which you are a party;

Your personal data is provided to us by you, and the transmission of your personal data does not have a negative effect on the rights and freedoms of others.

You have the right to receive your personal data in a structured, commonly used and machine-readable format.

Your right to receive your personal data must not have a negative effect on the rights and freedoms of others. This may happen if a transmission of your personal data to another organisation also involves the transmission of your personal data to other persons (who do not give their consent for this transfer).

The right for your personal data to be transmitted by us to another organisation is a right you have if such transmission is technically feasible.

f)**Right to delete data:** You have the right to request that we delete the personal data we process about you.

We must comply with this request if we process your personal data, and if:

- (i) Personal data are no longer necessary for the purposes for which they were collected;
- (ii) The person concerned opposes processing on grounds relating to his or her particular situation;
- (iii) The personal data have been unlawfully processed;
- (iv) Personal data must be deleted in order to comply with a legal obligation incumbent on the Controller.

unless the data is required:

- for the exercise of the right to free expression and information;
- to comply with a legal obligation that we have;
- for archiving purposes in the public, scientific or historical studies or statistical purposes; or
- for the establishment, exercise or defence of a right in court.

g) Right to object: Where the processing is not based on your consent but on our legitimate interests or those of a third party, you may object at any time to the processing of your personal data for reasons related to your particular situation. In this case, we will no longer process your personal data unless (i) we can prove legitimate and compelling reasons justifying the processing and which override your interests, rights and freedoms or (ii) or where the purpose is to establish, exercise or defend a right in court. If you object to the processing, please specify whether you also want your personal data to be deleted, otherwise we will only restrict them.

You can always object to the processing of your personal data for marketing purposes based on our legitimate interest, whatever your reason. If marketing was based on your consent, you can withdraw your consent.

Please note:

Time period: We will try to respond to your request within 30 days, which may be extended due to specific reasons related to the specific right invoked or the complexity of your request. In any case, if this period is extended, we will inform you of the extension period and the reasons that led to this extension.

Restricting access: In certain situations, we may not be able to grant you access to all or part of your personal data due to legal restrictions. If we refuse your request for access, we will notify you of the reason for such refusal.

Impossibility of identification: In some cases, we may not be able to identify your personal data due to the identification elements you provide to us in the application. In such cases, if we are unable to identify you as a data subject, we cannot respond to your request in accordance with this section unless you provide us with additional information that allows us to identify you. We will inform you and give you the opportunity to provide us with such additional details.

Exercise of your rights: To exercise your rights, please contact us in writing (including electronically) at the contact details provided in the „5. INFORMATION OF CONTACT” section below.

4. THE RIGHT TO FILE A COMPLAINT

If you have a prior dissatisfaction with the way we process your data, please contact us directly so that we can solve your problem. However, you can contact Information Commissioner's Office (<https://ico.org.uk/>).



5. INFORMATION OF CONTACT

Please ask your questions about the subject of data protection and any request for the exercise of your rights to our data protection officer.

The contact details of the Data Protection Officer (DPO) are: email: privacy@digl.uk , online form (SAR): www.digl.uk/en/personal-data , Telephone number: 0044 1582 367070, Address: 12 New Fetter Lane, London, United Kingdom, EC4A 1JP.

6. HOW WE SHARE INFORMATION

We will not disclose your personal data except for the purposes and to third parties described below. We will take appropriate measures to ensure that your personal data is processed, secured and transferred in accordance with legal requirements. We will also share your personal information with business partners.

The data is not transferred outside the UK and European Union.

Disclosure of data to third parties

We will share the necessary part of your personal data only to the extent necessary and only to the following categories of third parties:

Companies that provide us with services relevant to the website, such as traffic analysis, integrations with social media services, marketing service providers (such as newsletters), website advertising providers, IT system providers and maintenance service providers. A list of them can be obtained on request. For companies that place cookies through the website, you can find this information in the [COOKIE POLICY](#) on digl.uk .

Other entities such as public authorities and institutions, accountants, auditors, lawyers and other external professional advisers, where their work requires knowledge of them or where the law requires us to disclose them.

We will also disclose your personal information to third parties:

- If you request or give us your consent in this respect, to persons who can demonstrate that they have the legal authority to act on your behalf;
- If it is in our legitimate interests to do so in order to administer, expand or develop the business, for example if the Company (or a substantial part of its assets) is acquired by a third party, in which case the personal data held by the Company will constitute one of the transferred assets;
- If we are required to disclose your personal data in order to comply with a legal obligation, any legal request from governmental or executive authorities, and as may become necessary to meet certain national security or law enforcement requirements or prevent certain illegal activities; and to respond to any claims, to protect our rights or the rights of a third party, to protect the safety of any person or to prevent any illegal activity.

7. How long we keep the data

The Operator collects personal data where necessary, for the purposes of the applicable law and for the purposes of the legitimate interest as set out in our Privacy Policy. The Operator will store your information for the duration of the contract and for as long as we are required by law, after which it will be deleted, in accordance with the storage periods detailed below, or anonymized. If there is no legal



obligation, we will only store them for as long as necessary to provide you with services or products. There may be situations where we will retain the data in order to comply with our legal obligations, or if we need to keep it for the purpose of resolving complaints with the authorities and/or in court.

Data	Retention period
Data associated with the My Account app	30 days from the date the account is closed for any reason
Authentication details for fraud checks (identity and facial recognition - only if requested)	Original data valid for 6 months and data extracted from the identity document valid for 6 years, both from the date of verification.
Financial and payment information, including information you provide to us to carry out credit balance checks (if applicable)	Up to 6 years from the date of creation
A summary copy of your invoices	6 Years from the invoice date
General account details in our records, including information contained in your customer profile, contact details and purchase history	6 Years from the date of closing your account
Customer service records, including calls to our call center	Up to 2 years from the interaction date, depending on the purpose of the interaction
Marketing communications, including newsletter contact details	Until the date of unsubscribe
Details of any dispute	6 Years from the date on which the case was closed
Internet data traffic	minimum 12 months
Data collected through the website our (internet protocol (IP) address, the general location where your computer is located your device (at city level), browser type, operating system, time of access, page link accessed, history of view of website pages).	1 Year from the date of visit
Cookies	Cookies are only stored for each session to help you navigate our websites. Persistent cookies can be set to store your display preferences. Depending on your browser, you can also control the use of cookies by changing your browser settings.

8.CHANGES TO THE [PRIVACY POLICY](#)

We reserve the right to change our data protection practices and to update and modify this Policy at any time. For this reason, we encourage you to periodically check this Policy on our website. This Privacy Policy is updated on the date it appears at the top of the document.

DIGI TELECOM LIMITED