Privacy and data protection policy

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Owned by the Founder & CEO · Approved by the Founder & CEO
Latest version: https://trust.complydog.com/documents/policies/privacy-data-protection

Why we have this policy

People trust ComplyDog with information about them. This policy sets out how we handle it inside the company, so that we treat it fairly and keep to data protection law. Our public privacy notice tells people the same things from their side.

What it covers

All personal data we handle, including customer contact details, account and usage data, data requests sent through Trust Centers, and staff records, whether we decide how it's used or handle it for our business customers. It applies to everyone who works for us or on our behalf.

Our principles

- We have a clear, lawful reason for every use of personal data, and we record it.
- We collect only what we need, and use it only for the reasons we gave.
- We keep it accurate and up to date.
- We keep it only as long as we need it, then delete it.
- We keep it secure, following our information security policy.
- We tell people what we do with their data, in plain words.

People's rights

People can ask to see, correct, delete or move their data, or object to how we use it. Requests go to support@complydog.com. We answer within one month and keep a record of each request.

Sharing data

We share personal data only with suppliers that have a data processing agreement with us and keep it safe. We keep a list of them. Before data leaves the EU or UK, we check it is protected by an approved safeguard.

When something goes wrong

Anyone who suspects personal data has been lost, stolen or seen by the wrong people reports it straight away, following our incident response plan. If the law requires, we tell the Finnish Data Protection Ombudsman within 72 hours and the people affected without delay.

Who is responsible

The Founder & CEO is our data protection lead: they answer questions, handle requests and keep our records up to date. The Founder & CEO owns this policy and looks at it again at least

every 12 months. The Founder & CEO approved it. When we review this policy, we also check it's being followed: we look at the records it asks for and fix any gaps we find. If something in this policy can't be followed, the Founder & CEO can agree an exception. It's written down with the reason, what we do instead and an end date.