



Privacy Policy

2022



1. Background

Incredible Technologies LTD understands that your privacy is important to you and that you care about how your personal data is used. **We** respect and value the privacy of everyone who visits this website, www.getincredible.com and will only collect and use personal data in ways that are described here, and in a way that is consistent with **our** obligations and your rights under the law.

Please read this Privacy Policy carefully and ensure that you understand it. Your acceptance of this Privacy Policy is requested the moment you begin using the website or any Incredible Technologies Ltd services.

Definitions and Interpretation

In this Policy the following terms shall have the following meanings:

- | | |
|------------------|---|
| “Account” | means an account required to access and/or use certain areas and features of our Site; |
| “Cookie” | means a small text file placed on your computer or device by our Site when you visit certain parts of our Site and/or when you use certain features of our Site. Details of the Cookies used by our Site are set out below; and |



[“Cookie Law” means the relevant parts of the Privacy and Electronic Communications (EC Directive) Regulations 2003;]

2. Information About us

[Site is operated by:] Incredible Technologies LTD, a private limited company. Registered in England and Wales under company number 13469248.

[Registered address:] Incredible Technologies Ltd, Kemp House
152-160 City Road, London, England,
EC1V 2NX

[Main trading address:] 231 Shoreditch High Street, House of
creative, London E1 6PN

[VAT number:] 403877000

[Data Protection Officer:] Sheik Yaseen Rostom

[Email address:] hello@getincredible.com



[Telephone number:] 07713077983

[Postal address:] Incredible Technologies Ltd, Kemp House
152-160 City Road, London, England,
EC1V 2NX

3. What Does This Policy Cover?

This Privacy Policy applies only to your use of **our** Site. **our** Site may contain links to other websites. Please note that **We** have no control over how your data is collected, stored, or used by other websites and **We** advise you to check the privacy policies of any such websites before providing any data to them.

4. What Is Personal Data?

Personal data is defined by the UK GDPR and the Data Protection Act 2018 (collectively, “the Data Protection Legislation”) as ‘any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier’.

Personal data is, in simpler terms, any information about you that enables you to be identified. Personal data covers obvious information such as your name and contact details, but it also covers less obvious information such as identification numbers, electronic location data, and other online identifiers.



5. What Are My Rights?

Under the Data Protection Legislation, you have the following rights, which We will always work to uphold:

- a) The right to be informed about our collection and use of your personal data. This Privacy Policy should tell you everything you need to know, but you can always contact us to find out more or to ask any questions by contacting us via hello@getincredible.com
- b) The right to access the personal data **We** hold about you. For any queries relating to your rights, please contact **us** via hello@getincredible.com.
- c) The right to have your personal data rectified if any of your personal data held by **us** is inaccurate or incomplete. For any queries relating to the rectification of your data, please contact **us** via hello@getincredible.com.
- d) The right to be forgotten, i.e. the right to ask **us** to delete or otherwise dispose of any of your personal data that **We** hold. For any queries relating to your right to be forgotten, please contact **us** via hello@getincredible.com.
- e) The right to restrict (i.e. prevent) the processing of your personal data.



- f) The right to object to **us** using your personal data for a particular purpose or purposes.
- g) The right to withdraw consent. This means that, if **we are** relying on your consent as the legal basis for using your personal data, you are free to withdraw that consent at any time.
- h) The right to data portability. This means that, if you have provided personal data to **us** directly, **we are** using it with your consent or for the performance of a contract, and that data is processed using automated means, you can ask **us** for a copy of that personal data to re-use with another service or business in many cases.
- i) Rights relating to automated decision-making and profiling. [**We** do not use your personal data in this way.]

For more information about **our** use of your personal data or exercising your rights as outlined above, please contact **us** via hello@getincredible.com.

It is important that your personal data is kept accurate and up-to-date. If any of the personal data **We** hold about you changes, please keep **us** informed as long as **We** have that data.

Further information about your rights can also be obtained from the Information Commissioner's Office or your local Citizens Advice Bureau.

If you have any cause for complaint about **our** use of your personal data, you have the right to lodge a complaint with the Information Commissioner's



Office. **We** would welcome the opportunity to resolve your concerns ourselves, however, so please contact **us** first via hello@getincredible.com.

6. Personal Data

How we use your personal data

In order to access and use the services provided by Incredible Technologies Ltd, we will require you to give consent and use our trusted service providers (an ASPSP) that implements Open Banking in order to access and transmit your Account information to us.

We then process this information to be used to provide you with our services.

7. Consent

We require consent provided by you to access any of your Account Information and any other personal data.

You can withdraw consent at any time by removing your card(s) from within the app or by emailing hello@getincredible.com.

8. Deletion of Personal Data

We will delete your Personal Data as soon as you've requested for **us** to do. As soon as you have asked **us** via deleting your account within the App or



have sent us an email instructing us to do, we will delete your data within 30 days.

9. Other data we collect

- a. Contact details such as your name, email address and phone number
- b. The IP address used to connect your computer or access device to the internet
- c. Your geographic location
- d. Information pertaining to the device you used to access our services including your operating system and device details.

10. Changes to this policy

We reserve the right to change this privacy policy at any period and will also post the revised policy on our website (www.getincredible.com), we will notify you via email or by posting a notice on our website.



11. Your Rights

Subject Access Requests

You have the right to request any personal data we have on file related to you. Should you wish to do so, please email hello@getincredible.com to make a subject access request detailing:

- Your full legal name
- Your address
- Your email used to create an account with us.

If however, you are dissatisfied with the response, you have the right to make a formal complaint to the ICO at <https://ico.org.uk>

12. Cookies

The sections below explain how Incredible Technologies Ltd ("Company," "we," "us," and "our") uses cookies and similar technologies to recognize you when you visit our website at <https://www.getincredible.com> ("Website").

It explains what these technologies are and why we use them, as well as your rights to control our use of them. In some cases we may use cookies to collect personal information, or that becomes personal information if we combine it with other information.



What are cookies?

Cookies are small data files that are placed on your computer or mobile device when you visit a website. Cookies are widely used by website owners in order to make their websites work, or to work more efficiently, as well as to provide reporting information.

Cookies set by the website owner (in this case, Incredible Technologies Ltd) are called "first-party cookies." Cookies set by parties other than the website owner are called "third-party cookies." Third-party cookies enable third-party features or functionality to be provided on or through the website (e.g., advertising, interactive content, and analytics). The parties that set these third-party cookies can recognize your computer both when it visits the website in question and also when it visits certain other websites.

Why do we use cookies?

We use first- and third-party cookies for several reasons. Some cookies are required for technical reasons in order for our Website to operate, and we refer to these as "essential" or "strictly necessary" cookies. Other cookies also enable us to track and target the interests of our users to enhance the experience on our Online Properties. Third parties serve cookies through our Website for advertising, analytics, and other purposes. This is described in more detail below.



How can I control cookies?

You have the right to decide whether to accept or reject cookies. You can exercise your cookie rights by setting your preferences in the Cookie Consent Manager. The Cookie Consent Manager allows you to select which categories of cookies you accept or reject. Essential cookies cannot be rejected as they are strictly necessary to provide you with services.

The Cookie Consent Manager can be found in the notification banner and on our website. If you choose to reject cookies, you may still use our website though your access to some functionality and areas of our website may be restricted. You may also set or amend your web browser controls to accept or refuse cookies.

The specific types of first- and third-party cookies served through our Website and the purposes they perform are described in the table below (please note that the specific cookies served may vary depending on the specific Online Properties you visit):

Analytics and customization cookies:

These cookies collect information that is used either in aggregate form to help us understand how our Website is being used or how effective our marketing campaigns are, or to help us customize our Website for you.



Name	_ga
Purpose	It records a particular ID used to come up with data about website usage by the user. It is a HTTP cookie that expires after 2 years.
Provider	.getincredible.com
Service	Google Analytics View Service Privacy Policy
Country	United States
Type	http_cookie

Name	_ga_#
Purpose	Used to distinguish individual users by means of designation of a randomly generated number as client identifier, which allows calculation of visits and sessions
Provider	.getincredible.com
Service	Google analytics View Service Privacy Policy
Country	United States
Type	http_cookie



Advertising cookies:

These cookies are used to make advertising messages more relevant to you. They perform functions like preventing the same ad from continuously reappearing, ensuring that ads are properly displayed for advertisers, and in some cases selecting advertisements that are based on your interests.

Name	_fbp
Purpose	Facebook tracking pixel used to identify visitors for personalized advertising.
Provider	.getincredible.com
Service	Facebook View Service Privacy Policy
Country	United States
Type	http_cookie

How can I control cookies on my browser?

As the means by which you can refuse cookies through your web browser controls vary from browser to browser, you should visit your browser's help menu for more information. The following is information about how to manage cookies on the most popular browsers:

- [Chrome](#)



- [Internet Explorer](#)
- [Firefox](#)
- [Safari](#)
- [Edge](#)
- [Opera](#)

What about other tracking technologies, like web beacons?

Cookies are not the only way to recognize or track visitors to a website. We may use other, similar technologies from time to time, like web beacons (sometimes called "tracking pixels" or "clear gifs"). These are tiny graphics files that contain a unique identifier that enables us to recognize when someone has visited our Website or opened an email including them.

This allows us, for example, to monitor the traffic patterns of users from one page within a website to another, to deliver or communicate with cookies, to understand whether you have come to the website from an online advertisement displayed on a third-party website, to improve site performance, and to measure the success of email marketing campaigns. In many instances, these technologies are reliant on cookies to function properly, and so declining cookies will impair their functioning.



Do you use Flash cookies or Local Shared Objects?

Websites may also use so-called "Flash Cookies" (also known as Local Shared Objects or "LSOs") to, among other things, collect and store information about your use of our services, fraud prevention, and for other site operations.

If you do not want Flash Cookies stored on your computer, you can adjust the settings of your Flash player to block Flash Cookies storage using the tools contained in the [Website Storage Settings Panel](#). You can also control Flash Cookies by going to the [Global Storage Settings Panel](#) and following the instructions (which may include instructions that explain, for example, how to delete existing Flash Cookies (referred to "information" on the Macromedia site), how to prevent Flash LSOs from being placed on your computer without your being asked, and (for Flash Player 8 and later) how to block Flash Cookies that are not being delivered by the operator of the page you are on at the time).

Please note that setting the Flash Player to restrict or limit acceptance of Flash Cookies may reduce or impede the functionality of some Flash applications, including, potentially, Flash applications used in connection with our services or online content.



Do you serve targeted advertising?

Third parties may serve cookies on your computer or mobile device to serve advertising through our Website. These companies may use information about your visits to this and other websites in order to provide relevant advertisements about goods and services that you may be interested in. They may also employ technology that is used to measure the effectiveness of advertisements.

They can accomplish this by using cookies or web beacons to collect information about your visits to this and other sites in order to provide relevant advertisements about goods and services of potential interest to you. The information collected through this process does not enable us or them to identify your name, contact details, or other details that directly identify you unless you choose to provide these.

How often will you update this information about Cookies?

We may update this information from time to time in order to reflect, for example, changes to the cookies we use or for other operational, legal, or regulatory reasons. Please therefore revisit this Policy regularly to stay informed about our use of cookies and related technologies.

The date at the top of this Policy indicates when it was last updated.



Where can I get further information?

If you have any questions about our use of cookies or other technologies, please email us at support@getincredible.com or by post to:

Incredible Technologies Ltd
Kemp House,
152-160 City Road London,
England
EC1V 2NX
United Kingdom