

Monterey Insight Privacy Policy

Last updated: 12/11/2025

1. Introduction

Monterey Insight Ltd ("Monterey Insight", "we", "us", or "our") respects your privacy and is committed to protecting your personal data.

This Privacy Policy explains how we collect, use, store and protect personal information when you use our services, including access to our analytics portal, and when you interact with our website at www.montereyinsight.com.

2. Who We Are

Monterey Insight Ltd is a company registered in England and Wales (Company No. 07910575) with its registered office at One Elmfield Park, Bromley, BR1 1LU. England

We act as the **data controller** for the personal data we collect and process in connection with our services.

3. What Personal Data We Collect

We may collect and process the following types of personal data:

- **Identity Data:** name, job title, organisation.
 - **Contact Data:** email address, telephone number, and business address.
 - **Account Data:** usernames, login credentials, and usage activity on our portal.
 - **Financial Data:** billing details, payment information, and transaction history.
 - **Technical Data:** IP address, browser type, and cookies when using our website or portal.
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4. How We Use Personal Data

In accordance with clause 11.5 of our Terms and Conditions, Monterey Insight uses the personal data you provide to:

1. **Provide access to our Portal** and manage your account.
2. **Process payments** and maintain billing records.

3. **Inform you about other products or services** that we offer, which may be of interest to you:
 - You can opt out of receiving such communications at any time by contacting us at info@montereyinsight.com.

We process personal data only where we have a **lawful basis**, including:

- Contract performance (to deliver our services);
 - Legal obligation (to comply with laws);
 - Legitimate interests (to improve our services and communicate relevant updates);
 - Consent (where required, such as for marketing emails).
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5. How We Store and Protect Personal Data

We take appropriate technical and organisational measures to protect your data against unauthorised access, loss, misuse, alteration or disclosure.

All data is stored securely within the UK or EEA, or in jurisdictions with adequate data protection safeguards.

6. Sharing of Personal Data

We may share limited personal data with:

- Service providers (e.g. IT hosting, payment processors, analytics providers) who process data on our behalf;
- Regulatory or legal authorities where required by law.

We do **not** sell or trade personal data to third parties.

7. Data Retention

We retain personal data only for as long as necessary to fulfil the purposes for which it was collected, including any legal, accounting, or reporting requirements.

8. Your Rights

Under data protection law, you have the right to:

- Access your personal data;

- Request correction or deletion of your data;
- Object to processing or request restriction;
- Withdraw consent (where applicable);
- Lodge a complaint with the UK Information Commissioner's Office (ICO) at www.ico.org.uk.

To exercise any of these rights, please contact us at info@montereyinsight.com.

9. Cookies

Our website and portal use cookies to ensure functionality and improve user experience. You can control cookies through your browser settings. For more details, please see our Cookie Policy (if applicable).

10. Updates to This Policy

Monterey Insight may update this Privacy Policy from time to time. Any changes will be posted on this page with an updated "Last updated" date.

11. Contact

If you have any questions about this Privacy Policy or how we handle your personal data, please contact:

Data Protection Officer

Monterey Insight Ltd

Email: info@montereyinsight.com

Website: www.montereyinsight.com