

# Privacy Policy

Club Certain — Events Operations Platform

Effective Date: 30/01/2026 · Get Certain Limited · Company No. 15757620

Club Certain, operated by **Get Certain Limited** (Company No. 15757620, registered in England and Wales), respects your privacy and is committed to protecting your personal information. This Privacy Policy explains how we collect, use, disclose, and safeguard your data when you use our platform or engage with us.

Contact: [hello@clubcertain.com](mailto:hello@clubcertain.com) · Website: [clubcertain.com](https://clubcertain.com)

## 1. Information We Collect

We may collect the following types of information:

- **Personal Identification:** Name, email address, phone number, and contact details.
- **Account Information:** Login credentials, role, and platform preferences.
- **Technical Information:** IP address, browser type, device data, and cookies.
- **Usage Data:** Features used, pages visited, time spent, and interaction metrics.
- **Transaction Information:** Payment details and records of services purchased.
- **Operational Data:** Event details, staff records, and other data entered into the platform.

## 2. How We Use Your Information

We use the collected information to:

- Deliver and maintain our platform and services.
- Enhance your experience and improve platform functionality.
- Process transactions and send confirmations.
- Send operational communications, updates, and relevant service information.
- Comply with legal requirements.

## 3. Information Sharing and Disclosure

We do not share any customer data with unaffiliated third parties for marketing or promotional purposes. No mobile information (phone numbers, opt-in data, consent) will be shared with third parties or affiliates for such purposes.

Sharing data with service providers (e.g., payment processors, infrastructure providers) is permitted only to support or enhance the customer experience.

We may disclose your information if required by law (e.g., subpoenas or legal proceedings).

- Text HELP for help. Text STOP to unsubscribe at any time.

## 4. Data Security

We take appropriate technical and organisational measures to safeguard your information, including encryption, Row Level Security at the database level, and secure access controls. However, no internet-based method of data transmission or storage is 100% secure.

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## 5. Cookies and Tracking Technologies

We use cookies and similar technologies to store your preferences, analyse usage and site traffic, and improve the overall experience. You can manage cookie preferences through your browser settings.

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## 6. Your Rights

You may have rights under applicable data protection laws to:

- Access or correct your personal data.
- Request deletion or restrict processing.
- Withdraw consent, where applicable.

To exercise your rights, please contact us at [hello@clubcertain.com](mailto:hello@clubcertain.com)

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## 7. SMS Messaging and Consent

By opting in to receive SMS communications from Club Certain (operated by Get Certain Limited), you agree to receive messages including operational updates, event notifications, and alerts.

- Message frequency may vary. Message and data rates may apply.
- Text HELP for assistance or STOP to unsubscribe at any time.
- Consent to receive messages is not a condition of any purchase or service.

Mobile information will not be shared with third parties or affiliates for marketing or promotional purposes. All opt-in data and consent information will not be shared with any third parties.

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## 8. Children's Privacy

Our services are not intended for individuals under the age of 18. We do not knowingly collect personal information from children. If you believe a child has provided us with their personal information, please contact us and we will take steps to delete that information.

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## 9. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Continued use of our services following any update constitutes acceptance of the revised Policy.

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## 10. Contact

- Club Certain — operated by Get Certain Limited
- Email: [hello@clubcertain.com](mailto:hello@clubcertain.com)
- Website: [clubcertain.com](https://clubcertain.com)

- Registered in England and Wales — Company No. 15757620