

PRIVACY POLICY

Last updated: October 20, 2025

BizBize is an all-in-one community platform that brings people together, enabling connection, collaboration, and interaction through shared spaces, discussions, and activities.

This Privacy Policy (“Policy”) explains how BIZ BIZE UK LTD (“BizBize”, “we”, “us”, or “our”) collects, uses, shares, and protects your personal information when you use our community platform, including our website, mobile applications, and related services, features, and tools (together, the “Services”).

Your use of the Services is also subject to our [Terms of Service](#) and, where applicable, our [Subscription Agreement](#).

This Policy applies to everyone who accesses or uses BizBize (collectively referred to as “you” or “your”), including people visiting our website, community members using BizBize for personal or non-commercial purposes (“Users”), businesses and professionals using our Services under a Subscription Agreement (“Customers”), and employees or representatives accessing the Services on behalf of a Customer (“Authorised Users”).

We believe privacy builds trust and trust builds community. We are transparent about how we handle your personal information and only process it when we have a lawful basis to do so, including, where required, your consent. We encourage you to review this Privacy Policy whenever you access the Services or otherwise interact with BizBize, so you remain informed about our practices and the choices available to you.

1. Important Information and Who We Are

BIZ BIZE UK LTD is a company incorporated in England and Wales with its registered office at 1b Stanley Road, London, United Kingdom, W3 8FT. For the purposes of applicable data protection laws, we are the “data controller” of your personal data.

We process personal data in accordance with applicable laws including the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and where relevant, the EU General Data Protection Regulation (EU GDPR).

If you interact with a business or professional profile on the platform, please note that those Customers act as independent data controllers for any personal data they process through their BizBize profiles, events, or related activities. BizBize is not responsible for how Customers collect or use such data. We encourage you to review the relevant Customer’s own privacy notice before engaging with them.

If you have any questions about this Policy or how we handle your personal data, please contact us using the details provided in the Contact Us section at the end of this Policy.

2. What Personal Information We Collect

Depending on how you interact with BizBize and our Services, we may collect your personal information. The sources from which we collect this personal information fall into three categories: Information you provide, Information we collect automatically, Information we collect from other sources. See below for more information on the types of personal information in each category.

2.1. Information You Provide

When you interact with BizBize you may volunteer personal information, or you may be asked to provide personal information in order for us to provide the Services as described. Examples of interacting with us: accessing our Services, choosing to receive marketing communications, completing and/or using one of our registration forms, reviewing our content, contacting us with inquiries; and purchasing or using our Services.

- **Basic Account Information:** When you create an account, we collect your name, username, mailing address (including email address and phone number), billing address (including postcode), email, date of birth, phone number. Please note, if you provide a name in your profile, it will be public and other Users and Customers can see you by name. If you add your phone number to your profile, it can be used to suggest you to Users who have your phone number in their mobile device, unless you have toggled on “Hide me from contacts syncing” in Preferences.
- **Purchase Information.** Details related to Services you order, and delivery information (including billing, shipping and delivery address) that you provide when you purchase any Services. We also maintain records relating to your membership type, subscription plan details, renewal status, and any changes you make to your plan. Please note, we do not directly store or capture any credit card information. This information is collected directly by our payment processing partners, but we would like to inform you about its collection since this information is collected through our Service. For more information on how they process your data, please see [Stripe’s Privacy Policy](#).
- **Profile Information.** Information that you provide in connection with your profile (“Profile”), such as username, and any additional information you choose to provide to enhance your use of the Services, including your general location, photo, picture, image, avatar and the Basic Account Information listed above. Please note the information you provide in the name section of your profile, username, location (if you add it) and profile image (if you add one) will always be public.
- **Communications.** We collect the personal information you provide when you contact or communicate with us through any of our channels. This may include enquiries, support requests, feedback, or information submitted via contact forms, email, or social media. If you take part in interactive features that involve communicating with others on the platform (for example, sending direct messages, posting comments or replies, or submitting content for editorial review), we process the information you share to deliver the Services, respond to your requests, and ensure moderation and community safety.
- **Customer Content.** Any information you provide to create or manage your business profile on BizBize, such as your business name, description, contact details, website or social links, images, videos, or promotional materials. We may also process advertising content (for example, banner images, campaign text, or links) and your responses to reviews or messages related to your business. Content you share as part of your business profile may be visible to other Users in line with our Terms of Service and Community Guidelines.

- **User Generated Content.** We collect any content or material you publish or post such as posts, messages, images, audio, comments, review, replies, ratings, shared links, hashtags/tags, photos or videos on our Services for example, in Let Speak feeds, as described in the sections relating to Content in our Terms of Services and our Community Guidelines. If you contribute to the blog or other editorial areas, we also collect the content you provide, such as articles, drafts, headlines, images, and videos, together with any subsequent edits and version history. These content and material will always be public
- **Referral Membership Information.** Any information related to your participation in our Referral Program, including your referral code, details of successful referrals or redemptions, and any rewards added to your account or digital wallet. We also keep records needed to track referrals, prevent misuse, and ensure fair use in line with our Terms of Service.
- **Careers.** Any information you share when exploring or applying for job opportunities through BizBize, such as your CV, cover letter, professional background, or other materials you choose to submit. BizBize only provides the platform and does not make hiring decisions. Each Customer is responsible for its own recruitment process and acts as an independent data controller for any information it receives.
- **Feedback and Support.** Any details of your communications/interactions with us, including when you call, email, live chatbot, video call or text with our support teams or communicate with us via social media channels or community forums. We collect, retain, and use Feedback and Support Communications based upon our business need to receive and act upon your feedback or issues, and for training purposes.

Personal Information Collected Automatically

- **Device Information.** Details about the device and software you use to access our Services, such as device type and model, operating system, browser, device identifiers (for example, advertising ID or device ID), internet service provider, language and display settings, time zone, push notification settings, and approximate location derived from your IP address or device settings.
- **Information generated through use of the Services.** Any information created as you interact with BizBize, for example, communication groups you join, posts you share, comments or messages you send, businesses or members you follow, hashtags you engage with, events you attend, or job listings you apply to. This may also include activity such as uploading or editing content, submitting forms, or using features like reviews, reactions, or ratings. We collect this information to enable community participation, maintain platform functionality, and ensure a safe and engaging user experience.
- **Log Files.** Server logs that record requests made to our Services, such as IP address, access times, pages visited, referring/exit pages, and clickstream data. We use these logs for security, troubleshooting, analytics, and to understand usage trends.
- **Usage Data.** We may also collect information about how your device interacts with our Services, such as the content you access and view, your streaming history, pages and

sites visited before and after you reach the Services, the date and time of your use, the amount of time spent on the Services, and other actions taken through use of the Services such as preferences. We use data analytics with this Usage Data to better understand your use of the Services in order to improve the Services offered. For more detailed information, including how to manage your preferences, please see Cookies and Similar Technology below.

- **Geolocation.** Depending on how you use the Services, your device type, settings and connectivity, and paired Application(s) settings, we may collect location-based information including your IP address, GPS location, city, county

Personal Information Collected from Other Sources

We may receive personal information about you from various third-party sources.

- **Service Providers.** We receive limited information from our service providers, such as payment processors (who confirm payment status and basic transaction details), advertising and analytics providers (who offer audience insights and engagement metrics), marketing partners (who help tailor offers and promotions), and event or promotion partners.
- **Referral Program Participants.** If you join our platform through our Referral Program, we may receive limited information from the referring User or Customer, for example, your name or email address, so that we can send you an invitation and track referral activity.
- **Public and Official Sources.** We may collect publicly available information from sources such as Companies House, business directories, professional networking platforms, or company websites, particularly to verify business listings or confirm details you have provided.
- **Supplementary Data.** We may enhance or verify the information we hold with demographic, social, or statistical data from reputable providers to help maintain accuracy, improve relevance, and protect the integrity of the BizBize platform.
- **Customers and Other Users.** Our Customers may share limited personal information with us in connection with their services. In addition, other Users or Customers may mention, tag, or refer to you in posts, messages, reviews, or comments on the Service. This information is shared voluntarily by those Users and is processed in line with our Terms of Service and Community Guidelines.

3. How we use your personal data and our legal basis

We use the personal information we collect about you to operate, maintain, and improve the BizBize platform, to facilitate community interactions, to comply with our legal obligations, and to run our business securely and efficiently. Under applicable data protection laws, we must identify a lawful basis for each type of processing. These legal bases include the performance of a contract, compliance with a legal obligation, your consent, or our legitimate interests.

Below is an overview of how we use your personal data and the corresponding legal bases we rely upon:

Purpose of Processing	Personal Information	Legal Basis
<p>To provide you with the Services. We use personal information to create and manage your account, enable you to participate in communities, process payments, and fulfil orders for Services.</p>	<p>Basic Account Information, Purchase Information, Profile Information, Communications Data, User Generated Content, Information Generated Through Use of the Services, and Information from Other Sources</p>	<ul style="list-style-type: none"> • Perform our contract with you or to take steps to enter into a contract with you; • Our legitimate interests (to ensure the proper management of our operations and safeguard the integrity of our systems).
<p>To communicate with you. We use personal information for administrative matters (such as account management, updates to terms, or system maintenance); providing with information about our Services; responding to questions, comments or requests you have about our Services.</p>	<p>Basic Account Information, Profile Information, Communications Data</p>	<ul style="list-style-type: none"> • Performance of a contract; • Legitimate interests (to maintain effective communication and user support).
<p>To build our Community. Information is essential to creating a robust BizBize community. We use information to help Users and Customers connect, discover shared interests, and collaborate through posts, events, and discussions. For example, we use this data to help Users find relevant content, follow local businesses, and engage with others who share similar experiences or goals.</p>	<p>Basic Account Information, Profile Information, User Generated Content, Information Generated Through Use of the Services, Information from Other Sources</p>	<ul style="list-style-type: none"> • Performance of a contract; • Legitimate interests (to maintain a safe, inclusive, and connected Community).

<p>To send you marketing and/or promotions. We use personal information to contact you by email, push notifications, in-App messages about news, offers, products, promotions, events, and/or Services that might be personalised and/or of interest to you, as permitted by applicable law.</p>	<p>Basic Account Information, Profile Information, Usage Data, Information from Other Sources</p>	<ul style="list-style-type: none"> • Consent (for direct marketing); • Legitimate interests (to promote BizBize and Community growth).
<p>To manage events and participation. We use personal information to confirm event attendance, send reminders, share event materials, and gather feedback to improve future events.</p>	<p>Basic Account Information, Profile Information, Communications Data</p>	<ul style="list-style-type: none"> • Performance of a contract; • Legitimate Interest (to organise and manage community events effectively).
<p>To support community engagement. We use personal information to display and manage posts, reviews, comments, and other contributions, and to show your profile information alongside your content.</p>	<p>Basic Account Information, Profile Information, User Generated Content</p>	<ul style="list-style-type: none"> • Performance of a contract; • Legitimate interests (to maintain an active and transparent Community).
<p>To manage referral and reward programmes. We use personal information to issue and track referral codes, apply rewards, and prevent misuse of promotional activities.</p>	<p>Basic Account Information, Referral Membership Information.</p>	<ul style="list-style-type: none"> • Performance of a contract; • Legitimate interests (to promote fair use and Community growth).
<p>To conduct analytics, research, and improve our Services. We use your personal information to monitor and measure your use of the Services; conduct research / surveys to understand how the Services are used to determine how they can be improved.</p>	<p>Usage Data, Device Information, Information Generated Through Use of the Services</p>	<ul style="list-style-type: none"> • Legitimate interests (to improve, maintain, and develop our Services).

<p>To prevent fraud, ensure safety, and maintain security. We use personal information to detect, investigate, and prevent fraudulent or harmful activities, and to protect the rights and safety of BizBize, our Users, and Community.</p>	<p>Basic Account Information, Device Information, Log Files, Usage Data</p>	<ul style="list-style-type: none"> • Legitimate interests (to ensure platform safety and prevent misuse); • Compliance with legal obligations.
<p>To comply with any applicable law, regulations, and/or legal proceedings. We use personal information to meet our legal, tax, and regulatory duties, maintain records, and respond to lawful requests from authorities.</p>	<p>Basic Account Information, Purchase Information, Communications Data</p>	<ul style="list-style-type: none"> • Compliance with legal obligations; • Legitimate interests (to manage operations efficiently and responsibly).
<p>To manage corporate transactions. We may use and share personal information as part of a merger, acquisition, or restructuring process to ensure continuity of Services.</p>	<p>Basic Account Information, Purchase Information, Profile Information, Communications Data, User Generated Content, Information Generated Through Use of the Services, and Information from Other Sources</p>	<ul style="list-style-type: none"> • Legitimate interests (to facilitate corporate and business continuity).

4. Community Content and Third-Party Personal Information

BizBize is designed to encourage meaningful interaction and collaboration across our community. As part of this, certain areas of the platform, allow you to share content that may be visible to other Users and Customers.

When posting or uploading any content, you are responsible for ensuring that what you share complies with our [Community Guidelines](#) and [Terms of Service](#). You should not include personal information about others, such as names, photographs, or contact details, unless you have obtained their explicit consent or can rely on another lawful basis under applicable data protection laws.

Please be aware that any content you publish on BizBize may be publicly viewable within the community. Once information is shared, BizBize cannot control how other Users or Customers

may use, store, or distribute it. To protect your privacy and that of others, avoid posting information that is confidential, sensitive, or not intended for public disclosure.

BizBize does not require or request you to share special category data (for example, information relating to your race, ethnicity, political opinions, religious or philosophical beliefs, trade union membership, health, or sexual orientation). If you choose to include such information in public areas, you do so at your own discretion and are responsible for ensuring you have a lawful basis for sharing it.

All content shared on BizBize must align with our values of respect, inclusivity, and professionalism. Posts that breach our Community Guidelines, infringe others' rights, or expose private information without consent may be moderated, removed, or reported as outlined in our Terms of Service.

5. Disclosure of Personal Information

We only share your personal data with third parties when it is necessary for the purposes described in this Privacy Policy. Whenever we share your data, we ensure that appropriate contractual, organisational, and technical safeguards are in place to protect it, in line with our legal obligations and BizBize's standards of confidentiality, security, and data protection.

We may disclose your personal information in the following circumstances:

- **Service providers.** We may share your personal data with trusted third-party service providers that help us operate and deliver our Services. These include app and website hosting providers; IT support and security providers; payment processors; cloud storage providers, technical support or delivery, email services and analytics, search engine providers; marketing and communication partners; and legal, compliance, and fraud-prevention providers. These third parties generally act as our data processors, meaning they are contractually required to process your personal data only on our instructions, for the purposes specified, and in compliance with applicable data protection laws. In some cases (e.g., payment processors), these providers may act as independent data controllers and process your data for their own lawful purposes as described in their privacy policies.
- **Customers and Other Users of our Services.** Some features of the BizBize are designed to encourage sharing and interaction between Users and Customers. Depending on your account settings and how you engage with the platform, certain personal information may be visible to others. For example, when you post content, join discussions, attend events, comment on articles, or otherwise participate in community spaces, some of your personal information may appear to other Users or Customers. This may include details such as your first and last name, profile image, and any other information you choose to display on your public profile. Profile names are searchable by other Users, and if you upload a profile photo, it will be visible across relevant areas of the Service. Please review your privacy and visibility settings regularly to ensure you are comfortable with the information you share.
- **Law enforcement and regulatory authorities.** We may disclose your personal data to law enforcement agencies, courts, regulators, government authorities, or financial

institutions when we are legally required to do so or when such disclosure is necessary to: (i) comply with a legal or regulatory obligation, (ii) protect our rights, safety, or property (or those of others), or (iii) establish, exercise, or defend legal claims.

- **Business transfers and transactions.** In the event of a reorganisation, merger, acquisition, sale, or other corporate transaction involving our business or assets, we may share or transfer your personal data to the relevant third party involved. Any such recipient will be required to process your personal data in a manner consistent with this Privacy Policy, unless and until you are notified otherwise.

We require all third-party service providers with whom we share personal data to keep it secure, process it only in line with our written instructions (unless they act as independent controllers), and not use it for their own purposes.

6. International data transfers

We may transfer your personal data to countries outside the United Kingdom (UK). Some of these countries may not provide the same level of data protection as is available under UK law.

Whenever we transfer personal data internationally, we take appropriate steps to ensure that it remains protected to a standard essentially equivalent to that required under applicable data protection laws. In particular, we rely on the following safeguards:

- where the UK government has determined that the destination country ensures an adequate level of protection for personal data (for more information, please see the [UK adequacy list](#)); or
- where no adequacy regulation applies, we implement appropriate contractual safeguards, such as the UK Addendum to the European Commission's Standard Contractual Clauses, supplemented with additional technical and organisational measures where necessary.

These safeguards are designed to ensure that your personal data is protected to a level equivalent to that guaranteed under the UK GDPR. We will also conduct transfer risk assessments to evaluate the legal and practical risks associated with the transfer, as recommended by the ICO.

7. Aggregate and de-identified information

We may collect, use, and share aggregated or de-identified data, such as statistical or demographic information, for any lawful purpose. Although this type of data may be derived from your personal data, it is not considered personal data under applicable data protection laws if it does not directly or indirectly identify you. For example, we may aggregate usage data to analyse trends, monitor performance, or improve our services, without identifying any individual.

8. Manage Preferences

We may send marketing communications for purposes disclosed to you (including the reasons described above in How We Use Your Personal Information) and, where required by applicable law, with your consent.

- You can unsubscribe from direct marketing at any time by following the instructions below or by contacting us using the details provided in the Contact Us section. We will process your request within as soon as possible, in accordance with applicable laws. Unsubscribe options are provided in electronic marketing communications as required by applicable law.
- You can unsubscribe from email communications at any time. To stop receiving our promotional emails, follow the unsubscribe instructions in the email messages you receive from us or submit an “Object to Marketing” request via our Data Subject Access Request Form. For other options, review the Contact Us section below. We will process your request as soon as practicable after receipt, in accordance with applicable laws.

Please note that opting out of marketing communications will not affect our ability to send you essential non-marketing messages, such as service updates, payment confirmations, or changes to our terms or policies.

9. Cookies and similar tracking technologies

We use cookies and similar tracking technologies to automatically collect information about your browsing behaviour, device type, and interaction with our Platform and Services. These technologies help us to remember your preferences and settings to provide a more personalised experience, analyse usage patterns to improve functionality, performance, and content, support authentication processes and enhance security. For more detailed information on the cookies we use and how to manage your cookie preferences, please refer to our [Cookie Policy](#).

10. Data security

We have implemented appropriate technical and organisational security measures to protect your personal information from accidental loss, unauthorised access, misuse, alteration, or disclosure. These measures include, but are not limited to, access controls, encryption, secure storage, and regular system monitoring.

Access to your personal data is limited to employees, agents, contractors, and other third parties who have a legitimate business need to access it. They will only process your data on our instructions and are bound by confidentiality obligations.

We also have procedures in place to deal with any suspected personal data breach. Where legally required, we will notify you and the appropriate regulatory authority of any breach that affects your personal information.

11. Data retention

We retain your personal information only for as long as necessary to fulfil the purposes for which it was collected, including for the purposes of satisfying any legal, regulatory, tax, accounting, or reporting requirements. In certain cases, for example, where a complaint has been made or where we reasonably anticipate litigation, we may retain your data for a longer period.

When determining the appropriate retention period, we consider several factors, including the nature, sensitivity and volume of the personal data; the potential risk of harm from unauthorised

use or disclosure; the purposes for which the data is being processed and whether those purposes can be achieved by other means; and applicable legal, regulatory and operational retention requirements.

Once we no longer require your personal information, we will securely delete or anonymise it in accordance with our internal retention policies and applicable laws.

12. Third Party Links

Our Platform may include links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy statements. When you leave our Platform, we encourage you to read the privacy policy of every website you visit.

13. Children's Privacy

The Services are not intended for individuals under the age of 16. No one under age of 16 is authorised to provide any personal information through the Services. We do not knowingly collect personal information from the Services from anyone in this age group. If you believe that we may hold personal information about a child under 16, please contact us using the details provided in the Contact Us section of this Privacy Policy.

14. Your legal rights

To the extent permitted by applicable data protection laws and regulations, you have the following rights in relation to your personal information:

- **Request access** to your personal information. This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it.
- **Request correction** of the personal information that we hold about you. This enables you to have any incomplete or inaccurate data we hold about you corrected, though we may need to verify the accuracy of the new data you provide to us.
- **Request erasure** of your personal information in certain circumstances. This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it.
- **Object to processing** of your personal information where we are relying on a legitimate interest (or those of a third party) as the legal basis for that particular use of your data. In some cases, we may demonstrate that we have compelling legitimate grounds to process your information which override your right to object.
- **Request the transfer** of your personal information to you or to a third party. We will provide to you, or a third party you have chosen, your personal information in a structured, commonly used, machine-readable format.
- **Withdraw consent at any time** where we are relying on consent to process your personal information. However, this will not affect the lawfulness of any processing carried out before you withdraw your consent. If you withdraw your consent, we may not be able to

provide certain products or services to you.

- **Request restriction of processing** of your personal information. This enables you to ask us to suspend the processing of your personal information in one of the following scenarios:
 - (i) If you want us to establish the data's accuracy;
 - (ii) Where you believe our use of the data is unlawful but you do not want us to erase it;
 - (iii) Where you need us to hold the data even if we no longer require it as you need it to establish, exercise or defend legal claims; or
 - (iv) You have objected to our use of your data but we need to verify whether we have overriding legitimate grounds to use it.

If you wish to exercise any of the rights set out above, please submit your request via our online [Data Subject Request Form](#).

Before we respond to any rights request, we may need to verify your identity to ensure that we are dealing with the correct individual. Where you are acting on behalf of another individual, we may ask for evidence of your legal authority to do so. This is to ensure that personal data is not disclosed to anyone who is not entitled to receive it.

You will not be required to pay a fee to access your personal data (or to exercise any of your other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. In certain circumstances, we may refuse to comply with your request on these grounds.

15. Complaints

We are committed to protecting your personal data and aim to resolve any concerns you may have about how we handle your information. If you have concerns about how we handle your personal data, please contact us so we can address them promptly

You also have the right to lodge a complaint with a data protection authority.

- If you are located in the United Kingdom, you may contact the Information Commissioner's Office (ICO): www.ico.org.uk
- If you are located in Switzerland, you may contact the Federal Data Protection and Information Commissioner (FDPIC): www.edoeb.admin.ch
- For individuals in the European Economic Area (EEA), a full list of national supervisory authorities is available here: https://edpb.europa.eu/about-edpb/about-edpb/members_en

16. Changes to this Policy

We may update our Privacy Policy from time to time. When we do, we will take appropriate measures to inform you, consistent with the significance of the changes we make. We will obtain

your consent to any material Privacy Policy changes if and where this is required by applicable data protection laws. You can see when this Privacy Policy was last updated by checking the "last updated" date displayed at the top of this notice.

It is important that the personal information we hold about you remains accurate and up to date. Please inform us of any changes to your personal details (such as your contact information or email address) during the course of your relationship with us.

17. Contact us

If you have any questions, comments or requests regarding this Privacy Policy or how we handle your personal information, please contact our Privacy Team at: legal@bizbize.uk.