

digiLED Privacy Policy

Last updated: November 2025

At digiLED, we're committed to protecting and respecting your privacy.

This Policy explains when and why we collect personal information about people who visit our website and other areas of our business, how we use it, the conditions under which we may disclose it and how we maintain it securely.

The Policy is subject to occasional changes, so please check this page from time-to-time to ensure that you're happy with any amendments. By using our website, you're agreeing to be bound by this Policy.

If you have any queries regarding digiLED's Privacy Policy, please contact us via email to info@digiled.com or by calling our UK office on 0207 381 7840.

How do we collect information from you?

We directly obtain information from you when you use our website, accept cookies, request information on our range of products via email or web forms and services or if you register to receive our regular email communication campaigns. We also gather customer information at trade exhibitions or via sign-up on our social media accounts.

What type of information is collected from you?

The personal information we might collect from you includes your name, phone number, address, email address and information regarding what webpages and email campaigns are accessed and when.

How is your information used?

digiLED may use your information to do one or more of the following:

- To process & maintain orders that have been submitted to us
- Carry out obligations arising from any contracts entered by you and us
- Seek your views or comments on the services we provide
- Notify you of any potential changes to our services
- Send you communications which you have requested, that may be of interest to you or in response to any enquiries you have made

We rely on the following lawful bases for processing your personal data: contract (for orders and service delivery), legitimate interests (for certain service communications and marketing to existing customers), and consent (for direct marketing emails and non-essential cookies).

Who has access to your information?

Under no circumstances will we sell or rent your personal information to third parties.

We may share your personal information with the following:

- Mail Chimp – used by authorised digiLED marketing and sales only to run targeted campaigns and outreach. Mail Chimp is based in the United States. We have appropriate safeguards in place for this international transfer, including their certification under the UK Extension to the EU-U.S. Data Privacy Framework and their Data Processing Addendum (which incorporates the UK International Data Transfer Agreement where required).

- Our custom-built database which is used to process customer information and is only accessible to approved members and developers.

We may transfer your personal information to a third party if we are under a duty to disclose personal data, in order to comply with any legal obligation or to enforce or apply our terms of use or to protect the rights, property or safety of our supporters and customers. In this instance, we will take steps with the aim of ensuring that your privacy rights continue to be protected.

Select your preferences with your personal data

You can decide whether you wish to receive information from digiLED. If you don't want to receive direct marketing communications from us about our latest news stories and our products and services, then you can inform us of your preferences when we collect your information, or you can opt out from e-shots and marketing via the clearly defined instructions.

You can update your marketing preferences at any time by contacting us by emailing info@digiled.com or calling 0207 381 7840.

Access and update your personal information

The accuracy of your information held is important to us. We're working on ways to make it easier for you to review and correct the information we hold about you, but in the meantime, please contact us via info@digiled.com or 0207 381 7840 to access, update and confirm your personal data.

You have the right to ask for a copy of the information that digiLED holds about you. You have the right to be forgotten and all your personal data will be deleted and will no longer appear on our records. You also have the right to object to or restrict processing of your personal data in certain circumstances.

Security

Our security precautions are set up to protect the loss, misuse or alteration of your information. When you provide us with personal information, we have processes to ensure that it's treated securely.

The details that we hold for you, such as your email address, can be transmitted normally over the internet and we can't guarantee that this will be 100% secure. Although we strive to protect your personal information, because we can't guarantee 100% security, any information you provide us with, you do so at your own risk.

Data retention

We keep your personal data only for as long as is necessary for the purposes set out above and to meet any legal or regulatory requirements.

Policy Review

We keep this Policy under regular review. This Policy was last updated in November 2025.