# Careerframe Ltd – User Data Deletion & Data Protection Policy

## Introduction

Careerframe Ltd respects your privacy and is committed to protecting your personal data. This page explains your data protection rights, including how you can request the deletion of your personal data held by Careerframe Ltd, in line with the UK General Data Protection Regulation (UK GDPR).

## Data Protection Commitment

We take your privacy seriously and adhere to data protection principles, ensuring your data is:

* Processed lawfully, fairly, and transparently.
* Collected for specified, explicit, and legitimate purposes.
* Relevant, limited, and kept up to date.
* Stored securely and retained only as long as necessary.
* Processed in a manner that ensures appropriate security and confidentiality.

You have the following rights under data protection law:

* Right to access your personal data.
* Right to rectify inaccurate or incomplete data.
* Right to request erasure of your personal data (“right to be forgotten”).
* Right to restrict processing.
* Right to data portability.
* Right to object to processing.
* Right to withdraw consent at any time (where consent was the basis for processing).

## Your Right to Erasure

You have the right to request that we delete your personal data where:

* The data is no longer necessary for the purposes for which it was collected.
* You withdraw your consent (where applicable).
* You object to processing and there are no overriding legitimate grounds.
* The data was processed unlawfully.
* Deletion is required to comply with a legal obligation.

We may not always be able to comply fully if we are required to retain certain data for legal, regulatory, or legitimate business purposes (e.g., tax records or legal claims).

## How to Request Data Deletion

You can request the deletion of your personal data at any time by contacting our Data Privacy Manager:

* **Data Privacy Manager:** Arron McWilliam
* **Email:** Arron@careerframe.co.uk
* **Postal address:** Careerframe Ltd, Registered Office, Shrewsbury, UK
* **Subject line:** Data Deletion Request

### Information to include in your request:

* Full name
* Email address associated with your account
* Description of the data you wish to have deleted

We may ask you to verify your identity to ensure your data remains secure.

## How We Process Your Request

We aim to respond to all legitimate requests within one month. If your request is complex or if you have made multiple requests, it may take longer. We will keep you informed.

Where possible, your data will be deleted from our active systems and securely removed from backups at the next available scheduled cycle.

## Consequences of Data Deletion

Please note that deletion of your data will result in the closure of your account and the loss of any accumulated XP, rewards, or progress associated with it. This action cannot be reversed once completed.

## Contact

If you have any questions about this policy, your rights, or how we handle your data, please contact our Data Privacy Manager at **Arron@careerframe.co.uk**.

You also have the right to lodge a complaint with the UK Information Commissioner’s Office (ICO) at **www.ico.org.uk**, but we encourage you to contact us first so we can try to resolve your concerns.

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