

Privacy Policy & GDPR Compliance

Effective Date: 04.03.25

Welcome to Coin and Note Sales Ltd T/A Cash4Coins (www.cash4coins.co.uk). Your privacy is important to us, and we are committed to protecting your personal data. This Privacy Policy explains how we collect, use, and safeguard your information in compliance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and our Anti-Money Laundering (AML) obligations.

1. Who We Are

Coin and Note Sales Ltd, trading as Cash4Coins, is a UK-based business offering a service to exchange leftover foreign currency. According to UK GDPR, we are the data controller of your data.

If you have any questions about this policy, you can contact us at:

Email:

Admin@cash4coins.co.uk

Correspondence Address:

C4C Mail Centre
Arena Business Centre
Holyrood Close
Poole
BH17 7FJ

2. What Data We Collect

We may collect and process the following data:

- Personal Information: Name, email address, phone number, and postal address.
- Transaction Details: Information relating to currency exchange, including payment details and amounts.
- Identity Verification Data: Copies of identification documents (e.g., passport, driver's licence) where required for AML compliance.
- Technical Data: IP address, browser type, and device information when using our website.
- Communications: Messages sent via our website, email, or other communication channels.

3. How We Use Your Data

1. We collect and process your data to:
2. Process and fulfil currency exchanges.
3. Provide customer support and respond to inquiries.
4. Improve our website, services, and user experience.
5. Comply with Anti-Money Laundering (AML) and financial crime prevention regulations.
6. Meet legal and regulatory obligations, including fraud detection and prevention.
7. Send service-related communications (e.g., order confirmations and updates).

We do not use your data for unsolicited marketing without your consent.

4. Data Sharing & Third Parties

We do not sell, rent, or trade your data to third parties. However, we may share data with:

- Regulatory Authorities & Law Enforcement: If required for AML compliance, fraud prevention, or other legal obligations.
- Payment Processors & Banks: To facilitate transactions securely.
- Service Providers: IT support, hosting, and email service providers that help run our business securely.

Strict confidentiality agreements bind all third-party service providers and are compliant with UK GDPR.

5. Compliance with Anti-Money Laundering (AML) Regulations

As a financial service provider, Coin and Note Sales T/A Cash 4 Coins complies with UK Anti-Money Laundering (AML) laws, including the Money Laundering Regulations 2017. This means we may need to:

- Verify your identity when processing certain transactions.
- Conduct due diligence checks to prevent fraudulent activity.
- Retain transaction records for a period required by law.
- Report any suspicious activity to the relevant authorities (e.g., the National Crime Agency).

We process personal data for AML compliance **only when required by law** and ensure that it is stored securely.

6. Your Data Rights (Under UK GDPR)

You have the following rights regarding your data:

- Right to Access – Request a copy of your personal data.
- Right to Rectification – Correct any inaccurate or incomplete data.
- Right to Erasure (“Right to be Forgotten”) – Request deletion of your personal data under specific conditions (subject to legal and AML obligations).
- Right to Restrict Processing – Limit how we use your data.
- Right to Data Portability – Request your data in a usable format.
- Right to Object – Object to data processing, including for marketing purposes.
- Right to Withdraw Consent – Withdraw your consent at any time if processing is based on that consent.

To exercise these rights, contact us at Admin@cash4coins.co.uk

7. How We Protect Your Data

We take appropriate security measures to protect your data, including:

- Encryption: Secure transmission of data.
- Access Controls: Restricting data access to authorised personnel.

While we take every precaution to protect your data, no online service is 100% secure. If you suspect any security breaches, please contact us immediately.

8. Data Retention

We retain your data only as long as necessary for:

- Legal compliance (e.g., tax, AML, and fraud prevention).
- Business operations (e.g., fulfilling orders, providing customer support).

As required by law, AML regulations mandate that we retain certain transaction records for a minimum of five years after the end of the business relationship. After this period, we securely delete or anonymise your data.

9. Cookies & Tracking Technologies

We use cookies to enhance your experience. By using our website, you consent to our use of cookies.

Types of Cookies We Use:

- Essential Cookies – Necessary for website functionality.
- Analytics Cookies – Help us understand how visitors use our website.
- Marketing Cookies – Only used if you opt-in.

You can manage cookie preferences in your browser settings.

10. Marketing & Communications

We will only send marketing emails to those with **explicit consent**. You can opt out anytime by clicking “unsubscribe” in an email or contacting us.

11. Changes to This Privacy Policy

We may update this policy from time to time. Any changes will be posted on this page.,

12. Contact Us

For any questions or data requests, please contact:

Email:

Admin@cash4coins.co.uk

Correspondence Address:

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BH17 7FJ

If you are unhappy with how we handle your data, you can complain to the UK Information Commissioner’s Office (ICO): www.ico.org.uk