

PRIVACY POLICY

Last updated: November 2025

Controller: CinePath Ltd (Company No. 16817624)

Contact: legal@cinopath.co.uk

Domain: cinopath.co.uk and subdomains (including cine3d.cinopath.co.uk)

1. Introduction

CinePath Ltd (“we,” “our,” “us”) respects your privacy and is committed to protecting your personal data. This policy explains what information we collect, how we use it, how long we keep it, and the rights you have under the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

This policy applies to all data collected through our websites, quotation and invoicing processes, and customer communications relating to the Cine3D 3D printing and manufacturing platform.

2. Data We Collect

We collect and process the following categories of data:

- Identity and contact details: name, company name, phone number, and email address.
- Billing and shipping information: customer addresses used for quotation and delivery purposes.
- Uploaded digital files: 3D CAD models, drawings, and related documentation provided for quotation, production, or repeat orders.
- Transaction data: quotes, invoices, and payment confirmations.
- Technical data: browser type, IP address, and interaction logs (collected for site security and analytics).

We do not collect special category data (e.g. health, biometric, or political information).

3. Lawful Basis for Processing

We process personal data under the following lawful bases:

- Performance of a contract: to prepare quotations, issue invoices, and deliver ordered parts.
- Legitimate interest: to maintain repeat order history, prevent fraud, and improve service quality.
- Legal obligation: to retain financial and transactional records in compliance with UK accounting law.

Consent is only required for optional communications or cookie-based analytics.

4. Purpose of Data Processing

Your data is used for:

- Creating and managing quotations and invoices.
- Producing and delivering 3D printed components.
- Maintaining customer records for repeat purchases.
- Providing after-sales support and warranty management.
- Fulfilling our legal obligations to HMRC and regulators.
- Ensuring the security and proper operation of our digital systems.

5. Data Storage and Location

All personal and digital data collected by CinePath Ltd is stored and processed exclusively within the United Kingdom.

We use secure servers and encrypted storage for customer data and digital files.

6. Data Retention

We retain:

- Customer identity, contact, and address data: 6 years (in line with HMRC accounting rules).
- Digital files and associated project data: indefinitely where they are relevant to repeat business, unless deletion is requested.
- Technical logs and analytics: typically 12 months.

You may request deletion of stored data unless legal retention obligations apply.

7. Data Sharing and Third Parties

We share limited personal data only where necessary for business operations:

- Payment processing: Airwallex (acting as a data processor).
- Shipping and logistics: Evri, InPost, and FedEx for delivery fulfilment.
- Hosting and infrastructure: CinePath-owned UK servers and approved UK cloud storage.

Each processor is bound by contractual confidentiality and GDPR-compliant terms.

We never sell or lease customer data to third parties.

8. Data Security

We apply appropriate organisational and technical measures including:

- Encrypted transmission and storage of sensitive data.
- Role-based access control for authorised staff only.
- Regular backups stored securely within the UK.
- Continuous monitoring for unauthorised access attempts.

9. Your Rights

Under UK GDPR, you have the right to:

- Access your personal data.
- Request correction of inaccurate data.
- Request deletion of data where no legal obligation requires retention.
- Object to certain processing activities.
- Request restriction or portability of your data.

Requests should be sent to legal@cinopath.co.uk. We aim to respond within 30 days.

10. Cookies and Tracking

We use only essential cookies for system functionality unless you consent to analytics cookies. Full details appear in our separate Cookie Policy.

11. Data Breaches

In the unlikely event of a personal data breach, CinePath Ltd will investigate, contain, and report the incident to the Information Commissioner's Office (ICO) within 72 hours, if required.

12. Changes to This Policy

This policy may be updated periodically to reflect operational, legal, or regulatory changes. The most recent version will always be available at cinopath.co.uk/privacy.

Contact

All privacy and data protection enquiries should be directed to:

CinePath Ltd

Email: legal@cinopath.co.uk

