



PRIVACY NOTICE

OFREG.KY is managed by The Utility Regulation and Competition Office ('OfReg'). OfReg is the data controller for the main OFREG.KY website.

WHAT DATA WE COLLECT

The personal data we collect from users includes:

- anything provided within comments and/or questions, including the users' email addresses, if they reach out to OFREG.KY;
- email address and subscription preferences when users sign up for our email newsletters or notifications;
- how users utilise our emails - for example whether subscribers open them, and which links are clicked on;
- a users' Internet Protocol ('IP') address, and details of which device or version of web browser was used; and
- information on how the site is used.

HOW WE USE YOUR DATA

We use data collected to measure how users interact with the website so we can continuously update it, to make it user-friendly, and optimise the web experience. This information is aggregated, and we do not use it to link information to individual users. We also use data collected to improve upon our communications and services.

OFREG.KY uses small files called cookies to help us customise your experience. Aggregated data captured through cookies includes:

- preferences cookies: such as language settings;
- performance cookies: this includes number of website visits, searches on the site, pages visited, links clicked and session length, IP addresses, browser and device information, and demographic data such as estimated age and gender. We use a cookie to optimise the response time between a visitor and the website; and
- marketing/Advertising cookies: Google uses cookies to help us customise ads on Google, based on Google Searches. For example, we use such cookies to remember users' previous interactions with ads and subsequent visits to our site. This helps us to show users customised ads on Google. We also use one or more cookies for advertising across the web, to allow us to serve user ads on other Google properties like YouTube. Conversion cookies are not used by Google for personalised ad targeting and persist for a limited time only. Some of our other cookies may be used to measure conversion events as well. For example, Google Marketing Platform, Facebook Pixel, and Google Analytics cookies may also be used for this purpose. We also use cookies to link user activity across devices if they have previously visited the site on another device. We do this to co-ordinate the ads users see across devices, and measure conversion events.



You can change your browser's settings, so it will tell you when cookies get sent to it. Or it can refuse cookies altogether. Check the Help section in your browser for more info.

HOW DO WE STORE, USE AND DISCLOSE OUR SITE VISITORS' PERSONAL INFORMATION?

OFREG.KY is hosted on Amazon ('AWS'). Your data may be stored through AWS data storage, databases, and general MySQL 8.0 applications. They store your data on secure servers behind a firewall.

All direct payment gateways offered by Plug and Pay and used by OFREG.KY adhere to the standards set by PCI-DSS as managed by the PCI Security Standards Council, which is a joint effort of brands like Visa, MasterCard, American Express and Discover. PCI-DSS requirements help ensure the secure handling of credit card information by our store and its service providers.

We may contact you to notify you regarding your account, to troubleshoot problems with your account, to resolve a dispute, to collect fees or monies owed, to poll your opinions through surveys or questionnaires, to send updates about our company, or as otherwise necessary to contact you to enforce our User Agreement, applicable national laws, and any agreement we may have with you. For these purposes, we may contact you via email, telephone, text messages, and postal mail.

OUR LEGAL BASIS FOR PROCESSING DATA

The legal basis for processing personal data in relation to site security is our legitimate interests, and the legitimate interests of our users.

The legal basis for processing aggregated data for Google Analytics, Facebook Pixel, etc., is your consent. Users can choose to accept or decline our cookies. Users must opt in to receive email communications from OFREG.KY, and have the option to unsubscribe at any time. Users must also opt into other activities such as surveys and polls.

The legal basis for processing all other personal data is that it is necessary to perform a public function, or a function of a public nature exercised in the public interest.

Users are advised that if they wish to deny the use and saving of cookies from this website onto their computer's hard drive, they should take necessary steps within their web browser's security settings to block all cookies from this website and its external serving vendors, or use the cookie control system if available upon their first visit.

WHAT WE DO WITH YOUR DATA

The data we collect may be shared with our technology suppliers, for example our hosting provider. We will not rent, sell or share our data to third parties for marketing purposes. We will share your data if we are required to do so by law - for example, by court order, or to prevent fraud or other crime.

CHILDREN'S PRIVACY PROTECTION

Unless explicitly stated or implied through the content on this site, our services are not intended for, or intentionally targeted at, children 16 years of age or younger. We do not knowingly collect or maintain data about anyone under the age of 16.



HOW WE PROTECT YOUR DATA

We are committed to protecting your privacy. Systems and processes exist to prevent unauthorised access to or disclosure of your data. We also ensure that we use service providers that comply with the Cayman Islands Data Protection Law, and European Union General Data Protection Directive.

YOUR DATA PROTECTION RIGHTS

You have the right to:

- be informed of who we are, what we do with your personal data, and our privacy practices;
- request a copy of your personal data;
- have inaccurate data corrected if it is misleading, incomplete or out of date;
- stop or restrict us from processing your data in certain instances;
- stop data processing for direct marketing purposes;
- stop automated decision making; and
- raise an objection or complaint about how your personal data is processed.

LINKS TO OTHER WEBSITES

OFREG.KY contains links to other websites. This privacy notice only applies to OFREG.KY. Information and services that we link to are covered by the terms and conditions and privacy notices, and policies of the entities that provide them.

Other websites also link to OFREG.KY and those have their own privacy notices and terms of use.

SOCIAL MEDIA USAGE

While we may have official profiles on social media platforms, users are advised to verify authenticity of such profiles before engaging with, or sharing information with such profiles. We will never ask for user passwords or personal details on social media platforms. Users are advised to conduct themselves appropriately when engaging with us on social media.

There may be instances where our website features social sharing buttons, which help share web content directly from web pages, to the respective social media platforms. You use social sharing buttons at your own discretion and accept that doing so may publish content to your social media profile feed or page.

CONTACT US OR MAKE A COMPLAINT

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CHANGES TO THIS NOTICE

This Privacy Notice is subject to change. The “last updated” date is indicated at the bottom of this page. Any changes will apply to you and your data immediately.

Last updated 15 July 2021