

# Merchant Mobile App- Privacy Policy

## **The App**

The Merchant Mobile App allows you to obtain insights on card transaction activity for your business.

The app is to be used in connection with the acquiring service received by your business and you should only use this app if you have an agreement for an acquiring service.

Details of who provides your acquiring service will vary depending on how you interact with the PayPoint group.

For the purposes of the remainder of this Privacy Statement, PayPoint Network Limited and Handepay Ltd shall together be referred to as "PayPoint", and any reference to "We" shall be to either or both entities, as appropriate.

## **PayPoint Retailer**

If you are a PayPoint retailer, to use this app you must have an acquiring contract with Lloyds Bank, trading as Cardnet ("Cardnet"), which has been obtained through PayPoint. To find out how Cardnet manage your personal data please visit <https://www.lloydsbank.com/help-guidance/privacy/data-privacy-notice.html>.

## **Handepay Merchant**

If you are a Handepay merchant, your acquiring contract is with either of:

Lloyds Bank trading as Cardnet. To find out how Cardnet manage your personal data please visit <https://www.lloydsbank.com/help-guidance/privacy/data-privacy-notice.html>.

Or

Evo Payments UK Ltd ("Evo"). To find out how Evo manage your personal data please visit <https://evopayments.co.uk/wp-content/uploads/Merchant-Privcy-Notice.pdf>.

## **Function and Use of Your Personal Data**

This app is to enable you to access transactional information relating to your business(es) and receive insights in relation to your card acceptance activities.

This app also includes adverts for third party products that form part of the PayPoint and/or Handepay Loyalty Programme. By downloading and using the app, you consent to these adverts.

PayPoint Network Limited and Handepay Ltd act as data controllers of your personal data used in relation to the app.

We will only use as much data as is necessary (provided by both you, and where applicable, your acquiring service provider) in order to share those insights with you.

For more detailed information on how each business processes your personal data see the following:

For PayPoint Network Limited, [paypoint.com/privacy-statement](https://paypoint.com/privacy-statement)

For Handepay Ltd, [www.handepay.co.uk/privacy/](https://www.handepay.co.uk/privacy/)

We will not access or use your mobile device for the provision of the app, including but not limited to the use of your camera, photos or location data.

We only use any data you provide to us via this app for us to provide you with access to the app and do not share it with third parties other than as specified in our agreement with You.

By downloading the app you agree to receive information on additional products and services as part of the Loyalty Programme. This information is not aimed at you as an individual and only relates to your business.

We may use your information (including transactional data) to provide additional information to you regarding the use or acceptance of a product or service, or to determine how to best display this information to you.

The app uses tracking data to track your use off the app. This is used only in relation to the functionality of the app, in particular to identify any issues or faults with the app itself in order to rectify them. We do not track your activity within and outside of the app for any other purpose.

## **Use of Transactional Data**

We will receive transactional data for each Merchant ID registered to your email address. Transaction data will be presented one business day after the transactions were conducted and are not real time. Data and insights shall be available for a period of 3 years (or two tax years only), and after this time shall be removed from the app.

Where applicable, certain information or data provided shall be masked in order to comply with PCI compliance obligations.

## **Contact Details**

If You have any questions in relation to this Privacy Policy or the wider business Privacy Policy, please contact:

Data Protection Officer  
PayPoint  
1 The Boulevard,  
Shire Park  
Welwyn Garden City  
Hertfordshire, AL7 1EL

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