

UK Privacy Policy

TheWebClub.org

Last updated: 09 September 2026

1. Who We Are

TheWebClub.org (“we”, “us”, “our”) is the data controller for the personal data described in this policy.

- Business structure: Sole Trader, trading as TheWebClub.org
- Trader’s legal name: Fraser Steward
- Business/service address (Scotland): 16b Ewenfield Road, Ayr
- ICO data protection fee: exempt (accounts, records and business administration purposes only — self-assessed via ico.org.uk/for-organisations/data-protection-fee/self-assessment)
- Contact email: info.thewebclub@gmail.com

If you have any questions about this policy or how we handle your data, contact us at the email address above.

2. What Personal Data We Collect

a) Prospective and existing clients - Name - Telephone number - Email address - Business/company name and any details you ask us to publish on a website we build for you.

b) Fast Track clients paying online - Name, email, and billing address entered at checkout - Payment card details are entered directly into Stripe’s secure payment form and **never pass through or are stored on our own servers** - We retain only the payment confirmation, transaction reference, amount, and last 4 digits of the card (as provided back to us by Stripe) for our own accounting records.

c) Website visitors (visitors to TheWebClub.org itself) - Contact form submissions (name, email, message content, and anything else you choose to include) - Limited technical data needed to serve the page (e.g. IP address in server logs, for security purposes).

3. How We Use Your Data and Our Lawful Basis

Purpose	Lawful basis
• Responding to enquiries and quote requests • Managing a client engagement (project communication, invoicing, support) • Processing Fast Track payments via Stripe • Fraud prevention on online payments • Keeping records for accounting/tax purposes • Marketing emails about our services (only if you’ve opted in)	• Legitimate interests (responding to your request) • Performance of a contract • Performance of a contract • Legitimate interests • Legal obligation • Consent

We do not use your data for any automated decision-making or profiling that has a legal or similarly significant effect on you. Stripe may use automated fraud-screening on transactions as part of its own regulated payment service — this is governed by Stripe’s own privacy policy.

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4. Sharing Your Data

We do not sell your personal data. We may share it with:

- **Stripe, Inc.**, our payment processor, to process Fast Track payments. Stripe acts as an independent data controller for payment data and is PCI DSS Level 1 certified. See Stripe's privacy policy at stripe.com/privacy.
- **Other service providers** who support our business operations — e.g. email hosting, accounting software, website hosting, analytics providers — under contracts requiring them to protect your data.
- **Regulators or authorities** where required by law.
- A **new owner** in the event we sell or reorganise our business, subject to the same protections in this policy.

Some of our service providers, including Stripe, may transfer or process data outside the UK (for example, in the US). Where this happens, we ensure appropriate safeguards are in place — such as the UK's International Data Transfer Addendum, Standard Contractual Clauses, or an adequacy decision — before data is transferred.

5. Payment Processing

5.1 We use **Stripe** to process Fast Track payments. When you pay online, you are providing your payment details directly to Stripe, not to us.

5.2 Stripe is authorised and regulated as a payment institution and holds its own regulatory obligations under the **Payment Services Regulations 2017**. We are not a regulated payment institution ourselves — we rely on Stripe for payment processing and do not handle, store, or have access to your full card details at any point.

5.3 Any payment disputes, failed transactions, or chargebacks are handled in accordance with Stripe's own processes; please also contact us directly at [insert email] so we can assist.

6. How Long We Keep Your Data

- **Client contact details:** retained for the duration of our working relationship and for **6 years** afterwards, to meet our accounting and legal obligations.
- **Payment/transaction records** (excluding full card data, which we never hold): retained for **6 years** for accounting and tax purposes.
- **Enquiries that don't convert to a project:** retained for **12 months**, then deleted.

7. Your Rights

Under the UK GDPR, you have the right to:

- Access the personal data we hold about you;
- Request correction of inaccurate data;
- Request deletion of your data ("right to be forgotten"), subject to our legal retention obligations;
- Object to or restrict certain processing;
- Request a copy of your data in a portable format;
- Withdraw consent at any time where we rely on consent (e.g. marketing emails);
- Complain to the **Information Commissioner's Office (ICO)** — ico.org.uk, telephone 0303 123 1113 — if you're unhappy with how we've handled your data.

To exercise any of these rights, contact us at [insert email]. We will respond within one month, as required by law. Note that requests relating specifically to card payment data held by Stripe should also be directed to Stripe, as they act as an independent controller for that data.

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8. Cookies

TheWebClub.org does not set cookies on our own website. If you use our Fast Track online checkout, our payment processor Stripe may independently set its own cookies as part of processing your payment and preventing fraud. This is done by Stripe as a separate data controller, outside our control, and is governed by Stripe's own cookie and privacy policies (stripe.com/privacy). We'd recommend reviewing these directly if you have questions about Stripe's cookie use.

9. Data From Client Websites

Where we build a website for you that collects data from **your** visitors or customers (e.g. contact forms, newsletter sign-ups, e-commerce checkouts), that data belongs to you as the site owner and data controller, not to us. This Privacy Policy covers only TheWebClub.org's own handling of data as described above. You are responsible for publishing your own privacy policy on your website, and where we process data on your behalf as part of ongoing maintenance or hosting support, this should be governed by a separate **Data Processing Agreement** between us.

10. Security

We take reasonable technical and organisational measures to protect your personal data against unauthorised access, loss, or misuse, including [insert relevant measures — e.g. access controls, encrypted storage, staff training]. Payment security itself is handled by Stripe's PCI DSS Level 1 certified infrastructure.

11. Changes to This Policy

We may update this policy from time to time to reflect changes in law or our practices. The date at the top shows when it was last revised. Significant changes will be highlighted to active clients where appropriate.

12. Contact Us

TheWebClub.org, trading name of Fraser Steward at info.thewebclub@gmail.com

If you're unhappy with our response, you can complain to the ICO at ico.org.uk.