Privacy Policy

SafeTemp is the trading name of Matthew Griffiths · Effective from September 2026

1. Who We Are

SafeTemp (“we”, “us”, “our”) is the trading name of Matthew Griffiths, a sole trader operating from Unit 172700, PO Box 7169, Poole, BH15 9EL, and is the data controller for the personal data described in this policy. This policy explains what we collect, why, and what rights you have over it, whenever you use the SafeTemp service or visit our website.

2. What Data We Collect

Account and contact details — your name, business/company name, username, email address, and phone number (used for SMS alerts), collected when you or your employer signs up.

Billing information — your payments are handled directly by our payment provider, Stripe; we do not store your card details ourselves.

Temperature and equipment data — readings from your sensors, battery levels, alert history, and maintenance and calibration records for your equipment. This data relates to your premises and equipment rather than to any specific individual, but we treat it with the same care.

Account activity — login times, and technical information such as IP address, used to keep accounts secure (for example, to detect and limit repeated failed login attempts).

Communications — any messages you send us, for example when contacting support.

3. How We Use Your Data

We use this data to provide the Service you've signed up for — running your dashboard, sending alerts, processing payments, and providing support — and for closely related purposes: keeping accounts and the platform secure, meeting our own legal and accounting obligations, and understanding how the Service is used so we can improve it.

Our legal basis for this processing is primarily that it's necessary to perform our contract with you; a small amount (such as fraud and security monitoring) relies on our legitimate interest in keeping the Service safe and reliable, and some (such as retaining certain records) is necessary to meet our own legal obligations.

4. Who We Share It With

We share data with a small number of service providers who help us run SafeTemp, and only to the extent needed for them to do so:

- Stripe — for payment processing and billing.
- Our email delivery provider — to send account and alert emails.
- Our SMS delivery provider — to send text alerts, where enabled.

- Our hosting provider — to store data and run the Service.

We do not sell your data, and we do not share it with third parties for their own marketing purposes.

5. Where Your Data Is Stored

Our servers are located within the European Union. Some of our service providers (such as those listed above) may process data outside the UK or EU as part of delivering their service to us; where this happens, they are required to provide an appropriate level of protection for your data, for example through UK-recognised data transfer safeguards.

6. How Long We Keep It

While your account is active, we keep your full data — including your temperature and equipment history — for as long as needed to provide the Service, so it remains genuinely useful for your own records, audits and inspections.

If your subscription lapses and your account becomes dormant, we automatically delete temperature reading data after 3 years of continued dormancy. Account and company records are not deleted automatically, but are removed as part of our own periodic reviews of long-dormant accounts, or sooner on request.

Records of your payments are held by our payment provider, Stripe, in line with their own retention obligations, which comfortably exceed the period we're required to keep such records for under UK law.

7. Your Rights

Under UK data protection law, you have the right to:

- Ask for a copy of the personal data we hold about you;
- Ask us to correct anything that's inaccurate or incomplete;
- Ask us to delete your data, in certain circumstances;
- Ask us to restrict or object to certain processing;
- Ask for your data in a portable format, in certain circumstances.

To exercise any of these rights, contact us using the details in Section 11. You also have the right to complain to the Information Commissioner's Office (ico.org.uk) if you're unhappy with how we've handled your data, though we'd genuinely appreciate the chance to sort things out directly first.

8. Cookies and Similar Technologies

Our dashboard uses your browser's local storage to keep you signed in between visits. We don't currently use tracking or advertising cookies. We'll update this section if that changes in future.

9. Keeping Your Data Safe

We take reasonable technical and organisational measures to protect your data, including encrypted connections, access controls, and rate-limited, monitored account logins. No system can be guaranteed completely secure, but we treat the security of your data seriously and keep these measures under review.

10. Changes to This Policy

We may update this policy from time to time, for example to reflect changes to the Service or to data protection law. We will give you reasonable notice of any material change before it takes effect.

11. Contact Us

If you have any questions about this policy or how your data is handled, please contact us at support@safetemp.co.uk or write to us at Unit 172700, PO Box 7169, Poole, BH15 9EL.