



Privacy policy •

Effective date: 1 April 2026

Data controller: Seezun Limited, trading as SZN.

ICO registration number: ZC112020

team@sznmarketplace.com

This policy explains what personal data SZN. collects, why we collect it, how we use it, and what your rights are.

1. About this policy •

This policy explains what personal data SZN. collects, why we collect it, how we use it, and what your rights are. We want to be straightforward about this. If you have any questions, contact us at team@sznmarketplace.com.

For information about how we use cookies on our website, see our Cookies Policy at sznmarketplace.com/cookies.

2. What data we collect •

We collect the following personal data when you use SZN.:

- name, email address, and phone number
- delivery address
- payment information (processed by Stripe — SZN. does not store your card details)
- listing photographs
- in-app messages between users
- usage data and IP address
- device information

For renters: we retain the outcome of your identity verification (verified or not verified) and the date of verification. Identity documents and biometric data are processed by Veriff and are not stored by SZN.

We collect your phone number for account security, support communication, and, where you have opted in, transactional notifications.

3. Why we collect it and our lawful basis •

Purpose	Lawful basis	Data involved
Facilitating transactions between users	Contract performance (Art. 6(1)(b))	Name, email, address, payment info, listing data
Processing payments via Stripe	Contract performance (Art. 6(1)(b))	Payment details (processed and held by Stripe)
Fraud prevention and platform safety	Legitimate interests (Art. 6(1)(f))	Transaction data, account activity, IP address
Moderating user content and communications	Legitimate interests (Art. 6(1)(f))	Listing content, in-app messages
Sending transactional emails	Contract performance (Art. 6(1)(b))	Email address, order data
Sending marketing emails	Consent (Art. 6(1)(a))	Email address
Complying with legal obligations	Legal obligation (Art. 6(1)(c))	Transaction records, tax reporting data
Improving the platform and resolving disputes	Legitimate interests (Art. 6(1)(f))	Usage data, dispute correspondence

Purpose	Lawful basis	Data involved
Identity verification via Veriff	Explicit consent (Art. 6(1)(a) and Art. 9(2)(a) for biometric data)	Identity documents and facial image — processed by Veriff only, not stored by SZN.

4. Identity verification •

SZN. uses Veriff to verify the identity of renters before or at the point of their first rental booking. Veriff processes identity documents and may process biometric data (facial images) as part of the verification process. SZN. does not store identity documents or biometric data. These are processed and retained by Veriff in accordance with Veriff's privacy policy.

The lawful basis for this processing is explicit consent, collected at the point of verification. You may withdraw consent at any time by contacting team@sznmarketplace.com, although this will affect your ability to complete rental bookings.

SZN. retains only the verification outcome (verified or not verified) and the date of verification.

5. Third-party processors •

We share data with the following processors, who act on our behalf.

Stripe handles payment processing and stores your payment card details securely on our behalf. Stripe's privacy policy applies to card data.

Veriff handles identity verification and processes identity documents and facial images for renter verification. Veriff's privacy policy applies to identity data. Veriff may process data outside the UK and EEA under standard contractual clauses.

Mailjet handles transactional and marketing email.

Netlify hosts our website at sznmarketplace.com.

6. International data transfers •

Some of our processors operate outside the UK and EEA. Where this happens, we ensure appropriate safeguards are in place, including reliance on UK adequacy regulations or standard contractual clauses approved by the ICO. Contact team@sznmarketplace.com if you would like more information about the specific safeguards in place.

7. How long we keep your data •

Active account data is held while your account is live. Transaction records are kept for 7 years in line with UK legal requirements. Marketing consent records are kept until consent is withdrawn. Identity verification outcome is held while your account is live. Identity documents and biometric data are held by Veriff in accordance with their retention policy.

8. Your rights •

You have the right to:

- access the personal data we hold about you
- have inaccurate data corrected
- have your data deleted, subject to legal retention requirements
- receive your data in a portable format
- restrict how we process your data (Article 18 UK GDPR)
- object to processing based on legitimate interests
- withdraw consent where processing is based on consent
- complain to the Information Commissioner's Office at ico.org.uk

To exercise any of these rights, contact team@sznmarketplace.com.

9. Withdrawing consent •

Where we process your data on the basis of consent (for example, marketing emails or identity verification), you may withdraw that consent at any time. Withdrawing consent does not affect the lawfulness of processing before withdrawal. To withdraw consent, contact team@sznmarketplace.com or use the unsubscribe link in any marketing email.

10. Automated decision-making •

SZN. does not carry out automated decision-making or profiling that produces legal or similarly significant effects on users.

11. Content monitoring •

SZN. may monitor in-app messages for safety and compliance purposes. This is necessary for us to operate a safe platform and is carried out on the basis of legitimate interests.

12. Children •

SZN. is for adults aged 18 and over. We do not knowingly collect personal data from anyone under 18. If we become aware that we have done so, we will delete it promptly. If you believe a minor has provided us with personal data, contact team@sznmarketplace.com.

13. Changes to this policy •

We may update this Privacy Policy from time to time. We will notify you of material changes by in-app notification or email. Continued use of the platform after the effective date of any update constitutes acceptance of the updated policy.

14. Contact •

To contact us: team@sznmarketplace.com

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