

Privacy Policy

PLEASE READ THIS POLICY
CAREFULLY

Privacy Policy

Civic Point is committed to protecting your privacy and handling your personal information responsibly, securely, and transparently.

This Privacy Policy explains how we collect, use, store, and protect your information when you use our website, contact us, or access our services.

Information We Collect

We may collect the following information:

- Full name
- Phone number and email address
- Residential or business address
- Identification documents for verification purposes
- Business information where relevant
- Information submitted through forms, applications, or enquiries
- Payment and transaction details where applicable

How We Use Your Information

We use your information to:

- Provide and manage our services
- Respond to enquiries and support requests
- Process applications, subscriptions, and service requests
- Verify identity and complete compliance checks
- Manage mailbox and virtual business address services
- Improve our services and customer experience
- Meet legal, regulatory, and compliance obligations

Identity Verification & Compliance

Certain services, including mailbox and virtual business address services, require identity verification before activation.

Verification documents may be requested to comply with legal, regulatory, fraud prevention, and security requirements.

Civic Point reserves the right to refuse or terminate services where verification requirements are not satisfactorily completed.

Data Storage & Security

Civic Point takes reasonable and appropriate measures to protect your personal information from unauthorised access, misuse, disclosure, loss, or alteration.

Information is stored securely and access is restricted where appropriate.

Sharing Your Information

Civic Point does not sell or trade your personal information.

Your information may only be shared:

- Where required by law, regulation, or legal obligation
- For compliance, fraud prevention, or identity verification purposes
- With trusted third-party providers supporting our services where necessary

Where appropriate and legally permitted, Civic Point may notify affected individuals before disclosing their information.

All information is handled with care and only shared where reasonably necessary or legally required.

Cookies & Website Usage

Our website may use cookies or similar technologies to improve website functionality, analyse website traffic, and enhance user experience.

You can manage cookie preferences through your browser settings.

Your Rights

You may have the right to:

- Request access to your personal information
- Request correction of inaccurate information
- Request deletion of information where applicable
- Withdraw consent where relevant

Requests may be subject to legal or compliance obligations that require certain records to be retained.

Third-Party Services

Civic Point may use trusted third-party services and platforms to support payments, forms, communication, identity verification, and website functionality.

These providers are expected to handle data securely and in accordance with applicable regulations.

Policy Updates

Civic Point may update this Privacy Policy from time to time. Updated versions will be published on this page.

Last Updated: 2026