

WEBSITE PRIVACY NOTICE

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Syncera UK Ltd · registered in England and Wales, company number 17170367 · registered office 2 High Street, Poole, England, BH15 1BW

Privacy notice.

Syncera UK Ltd is committed to protecting your privacy. This notice explains what personal data we collect, why, and what your rights are.

Who we are

Syncera UK Ltd, a private limited company registered in England (Co. No. 17170367), registered office 2 High Street, Poole, England, BH15 1BW. We are the data controller for the personal data described in this notice. We are registered with the UK Information Commissioner's Office under reference **ZC141252**.

For any privacy-related questions or requests, contact privacy@syncerauk.com.

This website

This site uses cookieless analytics to count page views and see which pages are useful. It sets no cookies, stores nothing on your device, and does not identify you or track you across other websites — which is why you see no cookie banner here. We use no advertising trackers. Fonts are served from this domain.

Our hosting provider records standard server logs (IP address, request path, timestamp, user-agent) for the purpose of operating the service and detecting abuse. We do not use these logs for analytics or profiling.

If you contact us

When you email us at hello@syncerauk.com, we receive whatever you send — typically your name, email address, and the content of your message. We use Google Workspace for our email; messages are kept for up to 12 months after our last reply, then deleted.

Legal basis: our legitimate interest in responding to you.

We use AI to help our team read and answer messages — whether you email us, write to us in the app, or contact us about Syncera Mobile or Energy. See [How we use AI](#) below.

If you apply for a job

Job applications are submitted and managed through **our own careers portal** on this website. When you apply, you provide your contact details, availability and a CV; for some roles we may also ask for a short video pitch. Your email address becomes the sign-in for a private application page where you can track your progress and, if we make you an offer, sign your agreement.

We do not ask for identity documents when you apply. The application form asks only how you would prove your right to work in the UK — a British or Irish passport, a Home Office share code, or neither. Documents are asked for later, when we invite you to a paid trial shift or make you an offer, and only then.

Right-to-work evidence

Before your first shift we have to establish that you are allowed to work in the UK. Every employer must, and the check is the same for everyone.

What we hold: a copy of the document or the Home Office online check result, the date it was checked, who checked it, and the date it runs out where it is time-limited. If you photograph your passport in the portal, the two machine-readable lines are read on your own device; only those lines and the photo you choose to upload reach us.

Legal basis: compliance with a legal obligation (sections 15–25 of the Immigration, Asylum and Nationality Act 2006), and our own legitimate interest in holding the statutory excuse that protects us from a civil penalty.

How long we keep it: for as long as you work with us, and for **two years** after that — the period the Home Office requires the statutory excuse to be evidenced for. If we never engage you, it goes with the rest of your application after six months.

Where it's stored:

- **Our portal systems** (database and file storage hosted with Supabase in London, UK) — your candidate record, application status, CV, any video, documents you upload, and the emails we send you about your application.
- **DocuSeal (EU)** — if you reach the offer stage, the e-signature envelope for your agreement.
- **Right-to-work evidence** — the document copy or online check result you give us, held in the same portal storage. Where we use a certified digital identity service provider to run the check for us, that provider is named here before it goes live; today the check is run by a member of our own team.

These are GDPR-compliant providers under appropriate safeguards. We do not transfer your personal data outside the UK or EEA except to these processors.

Legal basis: our legitimate interest in assessing candidates and, where appropriate, taking steps to enter into an employment contract.

How long we keep it:

- Unsuccessful applications — deleted automatically after 6 months (or sooner if you ask), right-to-work evidence included.
- Successful applications — retained as part of your employee record for the periods required by HMRC and UK employment law; right-to-work evidence for the engagement and **two years** after it ends.

If you join as a member

Syncera members sign in and join at app.syncerauk.com. Joining is free. We keep membership information and order information in two separate places, on purpose.

What we hold about your membership: the email address you sign in with (and your name, if Google provides it); a second email address if you add the one you ordered with; the exact consent wording you accepted and when; your membership status; anything you are owed as a member (for example a welcome gift card or a consultation); and your communication settings. We do not hold a password — there isn't one.

Where it lives: the app's own database, hosted with Supabase in London, UK. It is separate from the systems that hold orders. The two are linked only by a membership reference, never by copying your details from one into the other.

Your order is different. If you buy from Syncera (a SIM, an energy switch), the order, the email address on it and any reward we issue against it are held in our operations systems (also Supabase, London) for as long as the contract and the law require. That record exists whether or not you are a member.

Signing in with Google: Google tells us your email address and name. We never see your Google password, and we ask Google for nothing else. Google's own privacy policy covers their side of the sign-in. Sign-in links and membership emails are sent through our email provider, Resend, under appropriate safeguards.

Legal basis: running your membership and matching it to your order — performance of a contract. Emailing you about deals — **your consent**, given by the tick when you join, and withdrawable at any time in the app under Profile, without losing your membership. Keeping order records after the fact — our legal obligations to HMRC.

No consent, no contact. We do not email a member about deals unless a consent record covers it. Turning it off in Profile takes effect immediately.

How long we keep it: membership information until you delete your account. Order records for six years after the order, as HMRC requires.

Deleting your account: Profile, then “Delete my account”. Your account and everything we held for membership and marketing are deleted at once. Order records stay with the order for the period above. The record that we sent a bill or payslip to our AI partner stays, without your name or anything that links it to you (see below); nothing else about you remains. If you were a Founding member, the place is not reallocated.

How you use the app: the app records which screens you open and a few of the buttons you press, so we can see what works and make it better. We record the screen or action, the time and your membership group; never anything you typed, and amounts only as a range. We keep these records for 24 months, then turn them into monthly totals with nothing about you in them. This is on unless you turn it off: Profile, then “How you use the app”. Turning it off stops it at once. We never share these records or use them to sell to you. Legal basis: our legitimate interest in improving the app.

On your device: the app sets no cookies. It keeps your sign-in and a few settings in your browser’s storage, because it can’t work without them. It runs no advertising or third-party tracking.

Companies that help us run the app. Each works for us under data processing terms and uses your data only to do its job for us:

- **Supabase** (London, UK) — the app’s database and file storage.
- **Vercel** (London, UK) — runs the app’s website and servers.
- **Google** — sign-in with Google, if you choose it.
- **Resend** — sign-in links and membership emails.
- **Google and Apple** — deliver the app’s notifications to your phone, if you turn them on. They see a delivery address for your device, not what you do in the app.
- **Anthropic** — reads a bill or payslip you add (see above). May process it in the United States, under the UK International Data Transfer Addendum.
- **TypeSafe** — sorts messages you send us (see [How we use AI](#)).
- **Ideal Postcodes** — finds your address from your postcode when you type it in.
- **Revolut** — checks that the name on a bank account matches (Confirmation of Payee) when you give us bank details for a switch we arrange for you. Nothing is stored there.

Some parts of the app aren’t switched on yet. When they are, these companies will join the list, and we’ll update this notice before they do: **Stripe** for Plus payments, **Awin** for deal links, and an authorised open banking provider if you choose to connect your bank.

If you add a bill or payslip

In the app you can photograph a bill (energy, broadband, mobile, water, council tax and others) or a payslip, instead of typing it in. You can always type it in instead.

Who reads it: our AI partner, **Anthropic** (the company that makes Claude), reads the document for us. Your phone sends it to our server, which sends it to Anthropic once and takes back only the facts we ask for. **We don’t keep the document.** Anthropic may hold it for a limited time before deleting it, and its terms do not

allow it to use it to train its AI. Anthropic acts as our processor under its data processing terms.

Where it goes: Anthropic may process the document outside the UK, including in the United States. That transfer is covered by the UK International Data Transfer Addendum in Anthropic's data processing terms.

What we take out and keep: from a bill, the supplier, the period, the tariff, rates, usage and costs, and — only to check the bill is yours — the account holder's surname, first initial, first line of the address and postcode. From a payslip, your employer, the pay month, a pay band (never the exact figure), your tax code, your pension rates and your National Insurance number, which we keep encrypted. Nothing is saved until you have checked it. We never keep the document itself, and never its file name.

A record of each send: every time we send a document to Anthropic we log it first: who sent it, what kind of document, which AI model, when, and whether the reading worked. Never the document and never what it said. If we can't write that record, we don't send the document. We keep these records for six years so we can show we handled your data properly; if you delete your account, your name and the link to your document are removed from them.

Legal basis: performance of a contract — you ask us to read your document to provide the service. Keeping the record of each send — our legitimate interest in being able to show, in an audit or if you complain, that we handled your data properly.

How long we keep it: bill facts until you delete the bill or your account; payslip figures for 13 months; the record of each send for six years.

Alpha testers: if you joined our alpha test and accepted the Alpha Tester Terms, the terms you agreed to apply instead for the alpha's duration: we keep your documents and readings to test the reader — including by comparing how other AI providers (OpenAI, Google Gemini and Mistral) read the same documents, under API terms that don't allow training — and delete them within 90 days of the alpha ending.

How we use AI

We use AI to help our team work faster and more accurately. It never makes a decision about you on its own: a person reads what it suggests, and a person decides and sends anything that reaches you.

When you contact us (by email, through the app's "Talk to us", or about Syncera Mobile or Energy):

- **Sorting your message — TypeSafe.** AI from TypeSafe reads your message to help us spot a complaint quickly and to point our team to the right page of our own help guide. It receives your words with email addresses and phone numbers removed, the way you contacted us and how long ago you bought from us — never your name, your order or your account.
- **Drafting a reply — Anthropic.** Claude, Anthropic's AI, can draft a reply for our team to check, change and send. It receives your message and the conversation so far with email addresses and phone numbers removed, the product, and the pages of our help guide about it. We are testing this now; a person always decides what is sent.
- **Answering a complaint — Anthropic** (not switched on yet). Claude will draft our answer from the words of your complaint and our notes, never your name or address. A person reviews, changes and signs every answer.

When you add a bill or payslip in the app: Anthropic reads it for us — see If you add a bill or payslip above.

Savings advice (not switched on yet): Claude will help a Syncera consultant prepare for a call with you, and draft a written summary that the consultant checks and approves before you see it. It will receive facts about your household's bills and the comparison we worked out — never your name. We'll update this notice before it starts.

What we keep: a record of each time we use AI — which helper, when, and whether our team used what it suggested. We keep the text it suggested for up to 90 days, so we can check it is working well, then delete the text and keep only the record.

Where it goes: Anthropic and TypeSafe act as our processors under data processing terms. Anthropic may process data in the United States, under the UK International Data Transfer Addendum, and its terms do not allow it to use your data to train its AI. Where TypeSafe processes data outside the UK, the transfer is protected by safeguards approved under UK law.

Legal basis: our legitimate interest in answering you quickly and well. You can object: email privacy@syncerauk.com and a person will handle your messages without these helpers.

Cookies

This site sets no cookies. If that ever changes, we'll update this notice and you'll see a clear notice on first visit.

Your rights

Under UK GDPR you have the right to access, correct, delete, restrict, object to, or port your personal data, and to withdraw consent where consent is the legal basis. To exercise any of these, email privacy@syncerauk.com. We respond within one calendar month.

Complaints

If you're unhappy with how we've handled your data, please tell us at privacy@syncerauk.com first so we can address it. You also have the right to complain to the ICO at ico.org.uk or 0303 123 1113.

Changes

Material changes to this notice will be flagged on this page. The date at the top reflects the most recent update.