



MARKETPLACE POLICY

Data Retention Policy

Effective March 2024

Nexus ReGen may keep basic information about our Users (including contact, identity, financial and Transaction data) for six years after they cease being customers, for tax purposes. It remains the User’s responsibility to ensure their data is backed up; Nexus ReGen shall have no liability for lost data.

Personal data

We will only retain your personal data for as long as reasonably necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, regulatory, tax, accounting or reporting requirements. We may retain your personal data for a longer period in the event of a complaint, or if we reasonably believe there is a prospect of litigation in respect of our relationship with you.

To determine the appropriate retention period for personal data, we consider its amount, nature and sensitivity, the potential risk of harm from unauthorised use or disclosure, the purposes for which we process it and whether we can achieve those purposes through other means, and the applicable legal, regulatory, tax, accounting or other requirements.

In some circumstances you can ask us to delete your data — see “Your rights” below. In some circumstances we will anonymise your personal data (so that it can no longer be associated with you) for research or statistical purposes, in which case we may use this information indefinitely without further notice to you.

Your rights

You may request erasure of your personal data in certain circumstances. This enables you to ask us to delete or remove personal data where there is no good reason for us to continue processing it.

You also have the right to ask us to delete or remove your personal data where you have successfully exercised your right to object to processing, where we may have processed your information unlawfully, or where we are required to erase your personal data to comply with local law. Note, however, that we may not always be able to comply with your request for erasure for specific legal reasons, which will be notified to you, if applicable, at the time of your request.

Changes to this policy

We keep our data retention policy under regular review. This version was last updated on 21 March 2024.

It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes during your relationship with us — for example, a new postal or email address.

Schedule 1 — Retention periods

Purpose / use	Type of data	Legal basis and retention period
To register you as a new User.	Identity Contact	Performance of a contract with you. We will retain this data for 5 years.



Purpose / use	Type of data	Legal basis and retention period
To process your order, including: (a) managing payments, fees and charges; and (b) collecting and recovering money owed to us.	Identity Contact Financial Transaction Marketing and Communications	(a) Performance of a contract with you. (b) Necessary for our legitimate interests (to recover debts due to us). We will retain this data for 5 years.
To manage our relationship with you, including: (a) notifying you of changes to our terms or privacy policy; and (b) dealing with your requests, complaints and queries.	Identity Contact Profile Marketing and Communications	(a) Performance of a contract with you. (b) Necessary to comply with a legal obligation. (c) Necessary for our legitimate interests (to keep our records updated and to manage our relationship with you). We will retain this data for 5 years.
To administer and protect our business and this website (including troubleshooting, data analysis, testing, system maintenance, support, reporting and hosting of data).	Identity Contact Technical	(a) Necessary for our legitimate interests (running our business, provision of administration and IT services, network security, fraud prevention, and in the context of a business reorganisation or group restructuring exercise). (b) Necessary to comply with a legal obligation. We will retain this data for 5 years.
To deliver relevant website content and online advertisements to you, and to measure or understand the effectiveness of the advertising we serve to you.	Identity Contact Profile Usage Marketing and Communications Technical	Necessary for our legitimate interests (to study how customers use our products/services, to develop them, to grow our business and to inform our marketing strategy). We will retain this data for 5 years.
To use data analytics to improve our website, products/services, customer relationships and experiences, and to measure the effectiveness of our communications and marketing.	Technical Usage	Necessary for our legitimate interests (to define types of customers for our products and services, to keep our website updated and relevant, to develop our business and to inform our marketing strategy). We will retain this data for 5 years.
To send you relevant marketing communications and to make personalised suggestions and recommendations to you about goods or services that may be of interest to you, based on your Profile data.	Identity Contact Technical Usage Profile Marketing and Communications	Necessary for our legitimate interests (to carry out direct marketing, develop our products/services and grow our business), or Consent, having obtained your prior consent to receiving direct marketing communications. We will retain this data for 5 years.
To carry out market research through your voluntary participation in surveys.	—	Necessary for our legitimate interests (to study how customers use our products/services and to help us improve and develop them). We will retain this data for 5 years.

Breach of this policy

When we consider that a breach of this policy has occurred, we may take such action as we deem appropriate.



Failure to comply with this policy constitutes a material breach of our website terms and conditions, upon which you are permitted to use our site, and may result in our taking all or any of the following actions:

- Immediate, temporary or permanent withdrawal of your right to use our site.
- Immediate, temporary or permanent removal of any Contribution uploaded by you to our site.
- Issue of a warning to you.
- Legal proceedings against you for reimbursement of all costs on an indemnity basis (including, but not limited to, reasonable administrative and legal costs) resulting from the breach.
- Further legal action against you.
- Disclosure of such information to law enforcement authorities as we reasonably feel is necessary or as required by law.

We exclude our liability for all action we may take in response to breaches of this policy. The actions we may take are not limited to those described above, and we may take any other action we reasonably deem appropriate.