



Cosmic Apps Ltd – 2<sup>nd</sup> Floor, Nucleus House, 2 Lower Mortlake Road, Richmond. TW9 2JA

# The Cosmic SMS Privacy Policy

Cosmic SMS is committed to protecting your personal data and ensuring transparency in how we collect, use, store, and share it. This Privacy Policy explains our practices under the General Data Protection Regulation (GDPR) and ISO 27001 standards.

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## 1. What We Do with Your Personal Data

Personal data you provide to Cosmic SMS remains your property. We collect and process data such as your name, address, email, and contact details for the following purposes:

- Processing your orders.
- Sending low-credit notifications and payment confirmations.
- Providing customer support and responding to your inquiries.
- Informing you about new services or updates, only if you have requested to receive such communications.

### Exceptions:

- We may disclose your personal data when required by law or to assist with crime and fraud prevention.
  - Payment card details are not stored on our servers. Payments are securely processed by an accredited payment provider, compliant with industry standards such as PCI DSS.
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## 2. Data Retention

We retain your personal data only for as long as necessary for the purposes outlined in this policy:

- **Account Data:** Retained while you are an active customer and up to 2 years after account closure, as required for compliance or legal purposes.
  - **SMS Message Data:** Stored for two years and then securely deleted. We perform regular reviews to ensure compliance with our data retention policies.
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## 3. Sharing Your Personal Data

We share your data only with trusted third parties necessary to deliver our services or when required by law:

- **Mobile Network Operators:** For transmitting SMS messages to end-user devices.
- **Data Center Operators:** For securely hosting your personal data.
- **Legal Authorities:** When legally obligated to disclose information.



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We ensure all third-party processors meet GDPR and ISO 27001 compliance standards through binding agreements.

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#### 4. Data We Collect and How We Obtain It

The personal data we hold is provided directly by you through:

- Account registration.
- Credit top-ups and payment processing.
- Updates to your account information.
- Requests for additional services or product inquiries.

We do not collect data from third parties unless explicitly authorized by you.

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#### 5. Your Rights

You have the following rights regarding your personal data:

- **Access:** Request a copy of your data in a hard copy or machine-readable format.
- **Correction:** Update incorrect or incomplete information through your account settings.
- **Deletion:** Request the deletion of your data unless we are legally required to retain it.
- **Restriction:** Limit how your data is processed in certain circumstances.
- **Objection:** Opt out of specific data processing activities.
- **Complaint:** Lodge a complaint with the [Information Commissioner's Office \(ICO\)](#) if you believe we have infringed your rights.

To exercise your rights, contact us at [info@cosmicsms.com](mailto:info@cosmicsms.com).

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#### 6. Marketing Communications

We respect your preferences regarding marketing:

- By default, you will not receive marketing communications unless you opt-in during registration.
- Communications from us will focus on service-related matters, such as transaction confirmations and system updates.
- We do not share personal data with third parties for marketing purposes without your explicit consent.

You can update your marketing preferences at any time through your account settings.



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## 7. Security of Your Personal Data

Cosmic SMS implements robust technical and organizational measures to safeguard your data:

- **Encryption:** Protects data in transit and at rest.
- **Access Controls:** Ensures only authorized personnel can access your data.
- **Monitoring:** Detects and responds to potential security threats.
- **Compliance Audits:** Regularly reviews and updates security practices to meet ISO 27001 standards.

In the event of a data breach, we will notify affected individuals and relevant authorities as required by GDPR.

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## 8. Changes to This Privacy Policy

We review and update this Privacy Policy periodically to reflect changes in laws, regulations, or services. Significant changes will be communicated via email or through our website.

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For questions or concerns about this policy, contact us at:

**Email:** [info@cosmicsms.com](mailto:info@cosmicsms.com)