

Privacy notice

Stance Group Limited (Company No. 17441488) · Registered office: 124-128 City Road, London, EC1V 2NX

Effective date: 16 September 2026

Data protection contact: privacy@stancegroup.co.uk

This notice explains how Stance Group Limited (“we”, “us”) processes personal data under UK GDPR for SoundStance and related Stance Group services.

1. Who is responsible for protecting your data?

Stance Group Limited is responsible for protecting personal data as described below.

Context	Our role	Meaning
Website, marketing, accounts we create for you (login, billing contact, support)	Controller	We decide why and how that data is processed
Business content you put into SoundStance (expenses, ledgers, receipts, people, invoices, HMRC filings you instruct)	Processor (for your organisation as controller)	You decide why the data is processed; we process it on your documented instructions (e.g. Terms / DPA)

We will tell you if that role differs for a specific feature.

2. What personal data we process and why

A. When we are controller

Data	Why we process it	Lawful basis (UK GDPR)
Name, email, phone, role / company name	Create and administer your account; support; security	Contract and legitimate interests (secure operation, abuse prevention)
Billing and payment metadata (via payment provider)	Invoicing and subscription management	Contract; legal obligation (tax/accounting records)
Support correspondence	Resolve issues you raise	Contract / legitimate interests
Security logs (IP, device/browser signals, auth events)	Protect accounts and investigate incidents	Legitimate interests (security)
Marketing email (if you opt in)	Product updates	Consent (you may withdraw anytime)

B. When we are processor (SoundStance tenant data)

You (or your employer/client organisation) may upload or generate:

- Names and contact details of directors, staff, suppliers, customers
- Financial and tax-related records (expenses, bank lines, invoices, VAT/MTD-related data)
- Receipt images and documents you attach
- User account identifiers within your tenant

Why: to provide SoundStance features you request. **Lawful basis:** we rely on your lawful basis as controller; our processing is under contract with you (Article 28 processor terms). We do **not** sell personal data.

3. Who we share data with

We use service providers (sub-processors) such as:

- Hosting / infrastructure (UK/EU-oriented cloud and our operated servers)

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- Email delivery and support tooling
 - Payment processing (e.g. Stripe)
 - Optional AI/screening services used only to provide features you use

We require appropriate contractual and security protections. We may disclose data if required by law, HMRC, the ICO, or to protect rights and security.

4. International transfers

Where a provider processes data outside the UK, we use appropriate safeguards (e.g. UK IDTA / Addendum, or adequacy) as required by UK GDPR.

5. Retention

- Account / billing data: for the life of the account and thereafter as required for legal, tax, and dispute purposes.
- Tenant content: until you delete it or close the tenant, subject to backup cycles and legal holds.
- Security logs: retained for a limited period needed for security and investigation.

6. Your rights

Depending on our role and the circumstances, individuals may have rights to access, rectification, erasure, restriction, portability, and objection, and to withdraw consent where processing is consent-based. Contact privacy@stancegroup.co.uk. You may also complain to the Information Commissioner's Office (ICO): ico.org.uk. If we process your data only as a processor, we will pass requests to the relevant customer (controller) where appropriate.

7. How we keep data safe

We use organisational and technical measures appropriate to the risk (access control, encryption in transit, least privilege, monitoring, and a written security breach notification process including HMRC and ICO notification within 72 hours where required). Report suspected security incidents to security@stancegroup.co.uk.

8. Cookies and local storage

Our apps may use necessary cookies or local storage for login/session and security. We do not use non-essential marketing trackers unless we introduce them and update this notice (and obtain consent where PECR requires it).

9. Children

Our services are for business users; they are not directed at children.

10. Changes

We may update this notice. Material changes will be indicated by a new effective date and, where appropriate, notice in-product or by email.

Short summary

We keep customer data safe. We tell customers:

- What personal data we process and why — see section 2
- That we are responsible for protecting their data — Stance Group Limited as controller or processor as set out in section 1
- Our lawful bases — contract, legitimate interests, legal obligation, and consent where applicable; for tenant content, the customer's lawful basis plus our processor contract