

LEGAL

DATA PROTECTION AND GDPR

LAST UPDATED 22 AUGUST 2026

The Sandpiper Group LTD (company number 14184250) is the data controller for VibeDex. This page is the practical detail behind our privacy policy: what we process, who helps us do it, how long we keep it, and how to exercise your rights.

CONTROLLER AND CONTACT

The Sandpiper Group LTD

Trading as VibeDex

Unit 11 Forest Gate, Chippenham, Wiltshire, England, SN15 3RS

Registered in England and Wales, company number 14184250

Status: Active | Type: Private limited Company | Incorporated: 20 June 2022

Phone: +44 20 4509 9796

Email: hello@noreply.vibedex.life

We are a small company and are not required to appoint a statutory Data Protection Officer. Data protection questions are handled by the company directors at the contact details above.

RECORD OF PROCESSING

ACTIVITY	DATA	LAWFUL BASIS	RETENTION
Accounts and sign-in	Email address, password hash, sign-in timestamps, display name	Contract	Life of the account, then 30 days
Listings, claims and accreditation checks	Business details, owner contact email, scheme membership numbers	Contract, and legitimate interests in a trustworthy directory	2 years after the decision
Reviews and saved items	Review text and rating, display name, saved listings and searches	Contract	Until you delete them or close your account
Location and Vibe Walk	Device coordinates and heading. Camera frames stay in your browser	Consent, via the browser permission prompt	Not stored; used in the request only
Anti-spam, rate limiting and security	Hashed IP address, user agent, timing signals, spam score	Legitimate interests in preventing abuse	12 months
Transactional email	Email address, message metadata, delivery status	Contract	12 months of delivery logs
Search performance reporting	Aggregate impressions and clicks per page, no individuals	Legitimate interests	24 months

We do not use personal data for advertising, we do not sell it, and we do not carry out automated decision making or profiling that has a legal or similarly significant effect on you. Spam scoring only decides whether a submission is queued for a human to review.

SUB-PROCESSORS

PROVIDER	PURPOSE	LOCATION
Supabase	Database, authentication and file storage	EU / UK region hosting
Cloudflare	Hosting, CDN and edge compute	Global, UK edge
Resend	Transactional email from noreply.vibedex.life	EU and US
OpenStreetMap Foundation	Map tiles and place data	EU and UK
Postcodes.io / Ordnance Survey Open Data	Postcode geocoding	UK
Google (Search Console)	Aggregate search statistics	EU and US
Trustpilot	Public business rating lookups for claimed listings	EU

Each provider is bound by a data processing agreement and acts only on our instructions. Where data leaves the UK we rely on UK adequacy regulations or the International Data Transfer Addendum to the EU standard contractual clauses. We will update this list before adding a new sub-processor that handles personal data.

YOUR RIGHTS, AND HOW TO USE THEM

You can access, correct, delete, restrict or port your data, object to processing based on legitimate interests, and withdraw consent where we rely on it. Two of these are instant and self-service:

- Your account has a download button that exports everything we hold about you as JSON, and a delete button that erases your account and personal data.
- Cookie settings let you change or withdraw consent for non-essential storage at any time.
- For anything else, email hello@noreply.vibedex.life or call +44 20 4509 9796. Put "data request" in the subject line and tell us which right you are using.

We reply within one month. If a request is complex we may extend by up to two further months and will tell you why. Requests are free unless they are manifestly unfounded or excessive. We may ask you to confirm you control the email address on the account before we act, and we will not ask for more identification than we need.

REMOVING A BUSINESS LISTING

Many listings come from open data such as OpenStreetMap and the Food Standards Agency, and describe a business rather than a person. If you are a sole trader and your listing includes your personal details, or you simply want it gone, use our complaints and takedown route. We action valid removals within five working days and suppress the entry so a later import does not bring it back.

CHILDREN

VibeDex is not aimed at children and we do not knowingly collect their data. You need to be 16 or over to create an account, write a review or submit a listing. Tell us if you believe a child has registered and we will remove the account.

SECURITY MEASURES

- Row-level database rules, so a signed-in user can only reach their own records.
- Private owner contact details held in a restricted table, never exposed publicly.
- Passwords stored hashed by our authentication provider; HTTPS everywhere.
- Admin actions gated by a separate roles table, not by anything the browser can set.
- Least-privilege service keys, held as server-side secrets and never shipped to browsers.

IF SOMETHING GOES WRONG

We investigate suspected personal data breaches immediately. Where a breach is likely to risk your rights and freedoms, we report it to the Information Commissioner's Office within 72 hours of becoming aware and tell affected people without undue delay, explaining what happened, what we are doing and what you should do. Report a suspected breach to hello@noreply.vibedex.life.

COMPLAINING TO THE REGULATOR

You can complain to the Information Commissioner's Office at any time: ico.org.uk, telephone 0303 123 1113, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. We would rather you gave us the chance to put it right first.