

# CivilDev Privacy Policy

Last Updated: January 15, 2026

## 1. Introduction

Welcome to CivilDev's Privacy Policy. This document explains how we collect, use, disclose, and protect your personal information when you use our civic engagement platform.

**CivilDev** ("we", "us", "our") is committed to protecting your privacy and ensuring transparency about our data practices. This Privacy Policy applies to our website and services available at <https://civildev.co.uk>.

By using CivilDev, you agree to the collection and use of information as described in this Privacy Policy.

## 2. Information We Collect

### 2.1 Information You Provide Directly

**Account Information** - Name - Email address - Username - Password (encrypted) - Profile picture/avatar - Preferred role requests

**Content You Submit** - Project proposals (title, description, location, images)  
- Ideas and suggestions - Issue reports (description, location, images, status)  
- Comments and feedback - Likes and reactions - Messages to other users - Progress notes and updates

**Location Information** - Geographic coordinates for projects, ideas, and issue reports - Postcodes or addresses you provide - Map interaction data

**Communication Data** - Messages you send through our platform - Emails you send to us - Responses to surveys or feedback requests

### 2.2 Information Collected Automatically

**Usage Data** - Pages viewed and features used - Time spent on the platform  
- Click patterns and navigation paths - Search queries - Projects, ideas, and reports you view

**Device and Technical Information** - IP address - Browser type and version  
- Operating system - Device identifiers - Screen resolution - Referral URLs

**Cookies and Similar Technologies** - Session cookies for authentication - Preference cookies for settings - Analytics cookies for usage tracking - Performance cookies for optimization

## 2.3 Information from Third Parties

**Authentication Providers** - If you sign up using third-party authentication (e.g., Google, GitHub), we receive basic profile information according to your settings with those providers

**Public Data** - Information about civic projects from public sources may be integrated into the platform

## 3. How We Use Your Information

We use your information for the following purposes:

### 3.1 Platform Operations

- Create and manage your account
- Authenticate your identity and provide secure access
- Display your profile to other users
- Enable you to submit projects, ideas, and issue reports
- Facilitate communication between users
- Show your content on maps and in lists
- Process likes, comments, and other interactions

### 3.2 Content Management

- Categorize projects by type (Infrastructure, Environmental, Education, Public Safety, Transport)
- Track project status (Proposed, In Progress, Completed)
- Assign appropriate user roles (Citizen, Admin, Mayor, Council, Planner, Inspector, Moderator)
- Moderate content for compliance with our Terms of Use

### 3.3 Communication

- Send notifications about project updates
- Notify you of comments and likes on your content
- Deliver private messages from other users
- Send important service announcements
- Respond to your inquiries and support requests
- Send newsletters (with your consent)

### 3.4 Analytics and Improvement

- Understand how users interact with the platform
- Identify popular features and areas for improvement
- Monitor platform performance and stability
- Develop new features and services
- Conduct research and analysis

### 3.5 Security and Compliance

- Detect and prevent fraud, abuse, and security incidents
- Enforce our Terms of Use
- Comply with legal obligations
- Protect the rights and safety of users
- Investigate and respond to user reports

### 3.6 Civic Engagement

- Connect citizens with local authorities
- Facilitate democratic participation
- Track community priorities and concerns
- Generate statistics on civic engagement (anonymized)

## 4. Legal Basis for Processing (GDPR)

If you are in the European Economic Area (EEA) or UK, we process your personal data based on:

- **Contract Performance:** Processing necessary to provide our services (Article 6(1)(b) GDPR)
- **Legitimate Interests:** Platform improvement, security, and analytics (Article 6(1)(f) GDPR)
- **Consent:** Marketing communications and optional features (Article 6(1)(a) GDPR)
- **Legal Obligations:** Compliance with laws and regulations (Article 6(1)(c) GDPR)

## 5. How We Share Your Information

### 5.1 Public Information

The following information is **publicly visible** on the platform: - Your username and profile picture - Projects, ideas, and issue reports you submit - Comments and replies you post - Likes and reactions you give - Your user role badge - Statistics (number of projects, ideas, reports, comments, likes)

### 5.2 With Other Users

- Private messages are only shared with the intended recipient
- Your email address is NOT shared with other users unless you choose to disclose it

### 5.3 With Service Providers

We share data with trusted third-party service providers:

**Hosting and Infrastructure** - Vercel (platform hosting) - Neon PostgreSQL (database hosting in AWS)

**Storage Services** - Supabase (image and file storage)

**Authentication** - NextAuth providers (Google, GitHub, etc.)

**Communication Services** - Resend (email delivery) - Pusher (real-time messaging) - Socket.IO (WebSocket connections)

**Analytics and Performance** - Usage analytics providers (specifics disclosed in cookie policy)

**Security Services** - Google reCAPTCHA (spam prevention)

All service providers are contractually obligated to protect your data and use it only for specified purposes.

#### 5.4 With Local Authorities

- Projects, ideas, and issue reports may be shared with relevant local authorities to facilitate civic engagement
- Authorities may have access to public information on the platform
- We do NOT share private messages or non-public personal information without your consent

#### 5.5 Legal Requirements

We may disclose your information if required to: - Comply with applicable laws, regulations, or legal processes - Respond to lawful requests from public authorities - Enforce our Terms of Use and other policies - Protect the rights, property, or safety of CivilDev, our users, or the public

#### 5.6 Business Transfers

If CivilDev is involved in a merger, acquisition, or sale of assets, your information may be transferred. We will notify you before your data is transferred and subject to a different privacy policy.

### 6. Data Retention

We retain your personal information for as long as necessary to provide our services and comply with legal obligations:

- **Account Data:** Retained while your account is active and for a reasonable period after deletion (to prevent fraud)
- **Projects, Ideas, Reports:** Retained indefinitely as they contribute to the public record of civic engagement
- **Comments and Interactions:** Retained as long as the associated content exists

- **Messages:** Retained until you delete them or close your account
- **Usage Logs:** Typically retained for 12-24 months
- **Backups:** May retain data in backups for up to 90 days after deletion

You can request deletion of your account and associated data at any time (see Section 9).

## 7. Data Security

We implement appropriate technical and organizational measures to protect your information:

### 7.1 Security Measures

- **Encryption:** Passwords are hashed using bcrypt; messages are encrypted
- **Secure Communication:** HTTPS/TLS encryption for all data transmission
- **Authentication:** NextAuth.js with secure session management
- **Access Controls:** Role-based permissions to limit data access
- **Database Security:** Neon PostgreSQL with access restrictions
- **Regular Security Audits:** Ongoing monitoring and vulnerability assessments

### 7.2 Your Responsibility

- Choose a strong, unique password
- Do not share your account credentials
- Log out after using shared devices
- Report suspicious activity immediately

**Despite our efforts, no security system is impenetrable. We cannot guarantee absolute security of your data.**

## 8. Your Privacy Rights

Depending on your location, you may have the following rights:

### 8.1 Access and Portability

- **Right to Access:** Request a copy of your personal data
- **Data Portability:** Receive your data in a structured, machine-readable format

### 8.2 Correction and Deletion

- **Right to Rectification:** Correct inaccurate or incomplete data
- **Right to Erasure:** Request deletion of your data (“right to be forgotten”)

**Note:** Some data may need to be retained for legal or legitimate business purposes.

### 8.3 Restriction and Objection

- **Right to Restriction:** Limit how we process your data in certain circumstances
- **Right to Object:** Object to processing based on legitimate interests

### 8.4 Withdraw Consent

- Withdraw consent for processing where we rely on consent (e.g., marketing emails)
- Manage notification preferences in your account settings

### 8.5 Automated Decision-Making

- CivilDev does not use automated decision-making or profiling that significantly affects you

### 8.6 How to Exercise Your Rights

To exercise these rights: 1. Log into your account and access Profile → Settings  
2. Email us at: [info@civildev.co.uk](mailto:info@civildev.co.uk) 3. Use our contact form: </about/contact>

We will respond to requests within 30 days (or as required by law).

### 8.7 Right to Complain

If you believe we have violated your privacy rights, you have the right to lodge a complaint with a data protection authority: - **UK:** Information Commissioner's Office (ICO) - <https://ico.org.uk> - **EU:** Your local Data Protection Authority

## 9. Cookies and Tracking Technologies

### 9.1 What Are Cookies?

Cookies are small text files stored on your device when you visit websites. We use cookies and similar technologies to enhance your experience.

### 9.2 Types of Cookies We Use

**Essential Cookies** - Authentication and session management - Security features - Required for platform functionality

**Functional Cookies** - Remember your preferences (theme, language) - Store your location for relevant content - Enable features you've requested

**Analytics Cookies** - Understand how you use the platform - Measure feature effectiveness - Identify areas for improvement

**Performance Cookies** - Monitor platform performance - Optimize loading times - Troubleshoot technical issues

### 9.3 Managing Cookies

You can control cookies through: - Browser settings (block or delete cookies) - Platform settings (manage optional cookies)

**Note:** Disabling essential cookies may affect platform functionality.

### 9.4 Third-Party Cookies

Some features use third-party cookies: - Google reCAPTCHA - Authentication providers - Analytics services

These are governed by the respective third-party privacy policies.

## 10. Children's Privacy

CivilDev is not intended for children under 13 years old. We do not knowingly collect personal information from children under 13.

If we discover we have collected data from a child under 13, we will delete it immediately. If you believe we have inadvertently collected such information, contact us at [info@civildev.co.uk](mailto:info@civildev.co.uk).

## 11. International Data Transfers

CivilDev is operated from the UK. If you access the platform from outside the UK, your information may be transferred to, stored, and processed in: - United Kingdom - European Union - United States (AWS data centers)

We ensure appropriate safeguards are in place: - **Standard Contractual Clauses** (for EU transfers) - **Adequacy Decisions** (where applicable) - **Privacy Shield** successor frameworks (for US transfers)

## 12. California Privacy Rights (CCPA)

If you are a California resident, you have additional rights under the California Consumer Privacy Act (CCPA):

### 12.1 Right to Know

- Request information about the personal data we collect, use, disclose, and sell

### 12.2 Right to Delete

- Request deletion of your personal data (subject to exceptions)

### **12.3 Right to Opt-Out**

- **We do NOT sell your personal information**
- You can opt out of targeted advertising (if implemented in the future)

### **12.4 Non-Discrimination**

- We will not discriminate against you for exercising your CCPA rights

### **12.5 Authorized Agents**

- You may designate an authorized agent to make requests on your behalf

**To exercise CCPA rights**, email us at [info@civildev.co.uk](mailto:info@civildev.co.uk) with “CCPA Request” in the subject line.

## **13. Changes to This Privacy Policy**

We may update this Privacy Policy from time to time to reflect: - Changes in our practices - Legal or regulatory requirements - New features or services

When we make changes: - We will update the “Last Updated” date - Material changes will be announced through the platform or by email - Continued use after changes constitutes acceptance

We encourage you to review this Privacy Policy periodically.

## **14. Third-Party Links**

CivilDev may contain links to external websites and services: - Citizens Advice (legal advice) - Local authority websites - Social media platforms - Service provider sites

**We are not responsible for the privacy practices of third-party sites.**  
Review their privacy policies before providing personal information.

## **15. Data Protection Officer**

For privacy-related inquiries, you can contact our Data Protection Officer:

**Email:** [dpo@civildev.co.uk](mailto:dpo@civildev.co.uk)

**Address:** [Your Business Address]

## **16. Contact Us**

If you have questions, concerns, or requests regarding this Privacy Policy or your personal data:

## **General Inquiries**

Email: info@civildev.co.uk

Contact Form: <https://civildev.co.uk/about/contact>

## **Data Protection Inquiries**

Email: info@civildev.co.uk

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**Response Time:** We aim to respond to all inquiries within 5 business days.

## **17. Specific Feature Privacy Details**

### **17.1 Messaging System**

- Private messages are encrypted
- Messages are transmitted via WebSocket (Socket.IO) with authentication
- Messages are stored until you delete them
- We do not read private messages except in cases of reported abuse

### **17.2 Map and Location Data**

- Location data for projects, ideas, and reports is publicly visible
- Precise coordinates are displayed on interactive maps
- Multiple projects at the same location are clustered for clarity
- You control what location data you submit

### **17.3 Image Uploads**

- Images are stored on Supabase cloud storage
- Images are publicly accessible via URL
- Images are associated with your projects, ideas, or reports
- Inappropriate images may be removed by moderators

### **17.4 Notifications**

- Notifications include updates on your projects, comments, likes, and messages
- You can configure notification preferences in settings
- Push notifications require browser permission

### **17.5 Role-Based Data Access**

Different user roles have different data access levels: - **Citizens:** See public content - **Moderators:** Can view reported content - **Admins:** Can access user account information for management purposes - **Local Authorities:** May see project data relevant to their jurisdiction

## **18. Your Consent**

By using CivilDev, you consent to: - The collection and use of information as described in this Privacy Policy - The transfer of data to third-party service providers - The public display of content you submit - Communications from us regarding platform updates and your activity

You can withdraw consent for optional processing at any time.

## **19. Accessibility**

We are committed to making this Privacy Policy accessible to everyone. If you need this policy in an alternative format (large print, audio, braille), please contact us.

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**CivilDev - Your Privacy, Our Priority**

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This Privacy Policy was last reviewed and approved on January 15, 2026.