



Teen privacy notice

Questions about personal data? We've got you covered. Find out all about your data and what we do with it here.

What is personal data?

It's information that tells people about you. As a GoHenry member we might need to collect some of your personal data, like:

- Your name, phone number, email address, postal address and date of birth,
- The last four digits of your GoHenry card number and its expiry date.

We might also collect some data automatically. This will be information like:

- Details about where you used your GoHenry card and how much you spent;
- Information about your device, like its IP address (this is a unique code that your device will have if it's connected to the internet.)
- Information about how you use the GoHenry app: this could be things like which pages you visit on the app and whether you complete any Money Missions.

Why do we need your personal data?

We use your data for different reasons. This includes things like setting up your GoHenry account and getting in touch with you. Under the law, we have to have a 'legal reason' for each one. For example:

- To make GoHenry work for you: We need your name and card details so you can buy things, save up your pocket money, and use the app;
- To follow the law: We keep your data to show that we are following the rules correctly;
- To keep things running smoothly: We use your information to make sure your account stays secure and to help you if you send us a message with a question;
- Because you or your parent/ guardian said 'yes': This is for optional things you can choose to turn on or off, for example if you want to upload a profile photo so your app feels more like 'yours'.

Do we share your personal data with anyone?

We will only share your personal data when it is really necessary to make GoHenry work or to keep you safe, for example we might share it with:

- The people who help us move money: To make sure your card works when you use it, we have to share your payment details with the payment networks, like Mastercard, and the banks that move the money.
- The people who help us run the app: We use other companies to help us store information securely and help us fix the app if it breaks.
- Our 'Parent' Company: We might share some information with the bigger company that owns GoHenry so they can see how we are doing and help us improve.
- We also share information about how you use the GoHenry app (like when you complete missions) with companies that help us send useful emails to your parents about what you're doing in the app, but only if they've said yes to receiving those emails
- We don't use your information to show you targeted ads or track you for marketing

Don't forget that to help you manage your money and keep your account secure, your parents can see your transactions. This allows them to see where and when you're spending, so they can support you if you run into any issues or have questions about your budget.

Does your data ever get sent to other countries?

Sometimes the secure computers we use to store your information are located in other countries, like the United States. Even if your data travels far away, we make sure it is treated with the same care as it is here at home.

How long do we keep your personal data?

The law says that we need to keep some of your personal data for six years after you close your account. We delete the rest of your data as soon as we don't need it anymore.

What about cookies?

Cookies are tiny files that websites and apps save on your device (like your phone or laptop). They help us remember things about you, like your login info or what settings you prefer.

We also use special tracking tools in our app (called SDKs). These help us understand how you use GoHenry so we can make it better.

What can you control?

Some cookies and tracking are essential (we need them to keep your account safe and make the app work). But some are non-essential and you can turn them off anytime:

- In the app: Go to Settings and manage your tracking preferences
- In your browser: Check your browser settings to see what cookies you're allowing

Important: We don't use cookies to track you for ads or targeted marketing.

For full details about all the cookies and tracking we use, check out our [Cookie Policy](#).

What are your rights?

Your personal data is yours, and the law allows you to:

- Make a 'subject access request': this means that you can ask to see all of the personal data we have about you.
- Fix a mistake: If we have information wrong, like your birthday or the spelling of your name, you can ask us to fix it.
- Ask us to delete your personal data: we will always look at requests but sometimes we won't be able to delete all of it for legal reasons.
- Move your personal data to a special file so you can take it to another company if you ever decide to leave GoHenry;
- Ask us not to use your personal data in certain ways.

It's free to ask us about your personal data and we'll be sure to reply within one month.

If you're worried about how we're using your data, you can email our Data Protection team at dpo@gohenry.co.uk. If you're still unhappy, you can also contact the Information Commissioner's Office (ICO). They're the people who make sure companies protect data properly.

Who can you talk to for more information?

There is lots more information on data protection in our main privacy notice

<https://www.gohenry.com/uk/terms-and-conditions/privacy-policy/>

Why not ask an adult to read this with you? If you have any further questions you can write to us at

help@gohenry.co.uk, or phone us on 0330 100 7676.