

OPERATOR LIBRARY

PRIVACY POLICY

How Operator Library collects, uses, stores and protects personal information.

VERSION 1.0 | EFFECTIVE 9 SEPTEMBER 2026

1. ABOUT THIS PRIVACY POLICY

This Privacy Policy explains how Operator Library collects, uses, stores and protects personal information when you:

visit our website;

join our waitlist or mailing list;

purchase an Operator Library product;

request access to digital resources;

contact us for support; or

otherwise interact with Operator Library.

Operator Library is operated by SDM ENTERPRISES LTD, trading as Operator Library.

Company number: 16936959. Registered in England and Wales.

Business address: 124-128 City Road, London, England, EC1V 2NX

Contact email: operatorlibrary@sdmww.com

For the purposes of applicable UK data protection law, SDM ENTERPRISES LTD is responsible for the personal information described in this Privacy Policy.

2. INFORMATION WE MAY COLLECT

Depending on how you interact with Operator Library, we may collect:

your name;

your email address;

purchase and transaction information;

the product you purchased;

payment status;

transaction or order references;

product access requests;

customer support communications;

waitlist or marketing preferences;

information you voluntarily provide to us;

and limited technical information relating to your use of our website or digital services.

We only collect personal information that is reasonably necessary for the operation of Operator Library and the services we provide.

3. INFORMATION YOU PROVIDE TO US

You may provide personal information directly to us when you:

join an Operator Library waitlist;

complete a purchase;

request access to purchased resources;

contact customer support;

respond to an email;

submit an enquiry; or

otherwise communicate with Operator Library.

You are responsible for ensuring that the information you provide is accurate and up to date.

Where we ask for information because it is required by law or needed to enter into or perform a contract with you, we will explain this where appropriate. If you do not provide required purchase or access information, we may be unable to process the order, verify the purchaser or provide access to the product.

4. PAYMENT INFORMATION

Payments for Operator Library products are processed through Stripe.

Operator Library does not normally receive or store your full payment card number.

Stripe may provide us with information necessary to manage your purchase, including:

your name;

email address;

payment status;

transaction reference;

amount paid;

currency;

product or Payment Link information;

and other transaction information required to process or verify your purchase.

Stripe processes payment information in accordance with its own privacy practices and legal obligations.

5. HOW WE USE YOUR INFORMATION

We may use your personal information to:

- process and confirm purchases;
- send purchase confirmation emails;
- send product access instructions;
- verify product access requests;
- provide access to purchased digital resources;
- provide customer support;
- respond to enquiries;
- maintain transaction and accounting records;
- manage refunds or payment disputes;
- detect or prevent fraud;
- protect Operator Library resources from unauthorised access or redistribution;
- operate and maintain our website;
- maintain the security of our systems;
- communicate important information relating to your purchase;
- send marketing communications where permitted;
- and comply with legal, accounting, regulatory or contractual obligations.

6. OUR LAWFUL BASES FOR PROCESSING

We process personal information only where we have an appropriate lawful basis.

Depending on the circumstances, this may include:

CONTRACT

Where processing is necessary to take steps at your request before a purchase or to perform our contract with you.

For example, processing your email address so that we can deliver your purchased digital product.

LEGAL OBLIGATION

Where processing is necessary for us to comply with a legal obligation, including applicable accounting, tax or regulatory requirements.

LEGITIMATE INTERESTS

Where processing is necessary for our legitimate business interests and those interests are not overridden by your rights.

This may include:

protecting our digital products;

preventing fraud;

maintaining system security;

responding to customer enquiries;

managing payment disputes;

and improving our business operations.

CONSENT

Where we rely on your consent, including certain marketing communications.

Where processing is based on consent, you may withdraw your consent at any time.

7. DIGITAL PRODUCT ACCESS

Operator Library may use restricted access for digital products and resources.

Following a successful purchase, you may be asked to request access using the same email address used during checkout.

We may compare the email address used for the access request with our transaction records before approving access.

This helps us:

verify legitimate purchasers;

reduce unauthorised sharing;

protect our intellectual property;

and maintain the security of restricted resources.

Access records may be retained where reasonably necessary to manage your purchase and protect Operator Library resources.

8. TRANSACTIONAL EMAILS

We may send transactional emails relating to:

purchase confirmation;

product access;

delivery instructions;

access problems;

customer support;

payment issues;

refunds;

security;

and other matters directly connected with a product or service you have requested.

Transactional emails are not treated as marketing simply because they are sent electronically.

We currently use Resend to support the delivery of certain transactional emails.

9. MARKETING COMMUNICATIONS

Where you have joined an Operator Library waitlist, mailing list or otherwise provided the appropriate permission, we may send you information about:

product launches;

Operator Library updates;

new resources;

offers;

and related business content.

You can unsubscribe from marketing communications at any time using the unsubscribe option provided in the communication or by contacting operatorlibrary@sdmww.com.

Unsubscribing from marketing does not prevent us from sending transactional communications that are necessary to manage an existing purchase, access request or customer support matter.

We may retain limited information about an unsubscribe request so that we can continue to respect your preference.

10. WEBSITE AND TECHNICAL INFORMATION

When you use our website, certain technical information may be processed automatically by our website hosting and infrastructure providers.

This may include information such as:

IP address;

browser type;

device information;

request information;

technical logs;

security information;

and information required to deliver and protect the website.

We may use this information where reasonably necessary for:

website operation;

security;

fraud prevention;

diagnostics;

performance monitoring;

and resolving technical problems.

We do not use this information to make significant automated decisions about you.

11. THIRD-PARTY SERVICE PROVIDERS

Operator Library uses third-party technology providers to operate its website, process payments, send emails and deliver digital resources.

These may include:

Stripe for payment processing;

Resend for transactional email delivery;

Netlify for website hosting and server-side functionality;

Google Drive for digital product storage and access;

and other service providers reasonably required to operate Operator Library.

These providers may process personal information on our behalf or as independent organisations with their own legal responsibilities.

We only intend to share information that is reasonably necessary for the relevant service.

12. GOOGLE DRIVE AND PRODUCT DELIVERY

Operator Library may use Google Drive to provide access to purchased digital resources.

Where access is restricted, your Google account email address may be visible to Operator Library when you request or receive access.

Google may process information relating to your use of Google Drive in accordance with Google's own privacy practices.

You are responsible for maintaining the security of the Google account you use to access Operator Library resources.

13. SHARING YOUR INFORMATION

We do not sell your personal information.

We may share relevant personal information where reasonably necessary with:

payment processors;

website and hosting providers;

email delivery providers;

cloud storage providers;

professional advisers;

accountants;

banks;

payment networks;

fraud prevention services;

regulators;

courts;

law enforcement authorities;

or other parties where disclosure is legally required or reasonably necessary to protect our legal rights.

Where a payment dispute or chargeback occurs, we may provide relevant transaction, delivery, access and communication records to Stripe, banks, card issuers or other payment providers involved in resolving the dispute.

14. INTERNATIONAL DATA TRANSFERS

Some of the technology providers used by Operator Library may process or store information outside the United Kingdom.

Where personal information is transferred internationally, we take reasonable steps to use reputable service providers and appropriate legal safeguards where required by applicable data protection law.

The exact location of processing may depend on the infrastructure and services operated by the relevant provider.

15. HOW LONG WE KEEP YOUR INFORMATION

We retain personal information only for as long as reasonably necessary for the purposes for which it was collected.

The appropriate retention period depends on the type of information and why it is required.

For example:

purchase and accounting records may be retained for the period required by applicable tax and accounting laws;

transaction information may be retained where required to manage refunds, disputes, fraud prevention or legal claims;

product access records may be retained while access remains relevant and for a reasonable period afterwards;

customer support correspondence may be retained where reasonably necessary to manage the issue or protect our legal interests;

and marketing information may be retained until you unsubscribe, withdraw consent or otherwise object where applicable.

We may retain limited information where necessary to demonstrate that an opt-out or other request has been respected.

16. DATA SECURITY

Operator Library takes reasonable technical and organisational measures designed to protect personal information against:

unauthorised access;

loss;

misuse;

alteration;

disclosure;

and destruction.

These measures may include:

restricted administrative access;

secure third-party payment processing;

server-side handling of sensitive credentials;

restricted digital product access;

and the use of established technology providers.

However, no online service, email system or storage platform can guarantee absolute security.

You are responsible for keeping your own email, payment and Google account credentials secure.

17. YOUR DATA PROTECTION RIGHTS

Depending on the circumstances and applicable law, you may have rights including the right to:

- request access to personal information we hold about you;
- request correction of inaccurate or incomplete personal information;
- request deletion of personal information in certain circumstances;
- request restriction of processing in certain circumstances;
- object to certain processing;
- request transfer of certain information to you or another organisation where applicable;
- withdraw consent where processing is based on consent;
- and complain about how your personal information has been handled.

Some rights are subject to legal conditions and exceptions.

We may need to verify your identity before responding to certain requests.

18. HOW TO EXERCISE YOUR RIGHTS

To make a request relating to your personal information, contact:

operatorlibrary@sdmwww.com

Please provide enough information for us to identify the relevant records and understand your request.

We will respond in accordance with applicable data protection law.

YOUR RIGHT TO OBJECT

You have the right to object to processing based on our legitimate interests where your particular situation gives you grounds to do so.

If you object, we will stop the relevant processing unless we can demonstrate compelling legitimate grounds that override your interests, rights and freedoms, or the processing is needed for legal claims.

You may object to direct marketing at any time. If you do, we will stop using your personal information for that purpose.

To exercise this right, contact operatorlibrary@sdmww.com.

19. COMPLAINTS

If you have concerns about how Operator Library has handled your personal information, we encourage you to contact us first so that we can investigate.

You may also have the right to complain to the Information Commissioner's Office.

Information Commissioner's Office

Website: ico.org.uk

Nothing in this Privacy Policy prevents you from exercising any right to contact the relevant data protection regulator.

20. CHILDREN

Operator Library products are intended for individuals seeking business or professional resources.

Our products and services are not intentionally directed at children.

We do not knowingly seek to collect personal information from children through the purchase of Operator Library business products.

21. THIRD-PARTY LINKS

Operator Library websites, emails or digital resources may contain links to third-party websites or services.

We are not responsible for the privacy practices, security or content of those independent third parties.

You should review the privacy information provided by the relevant third party before providing personal information to them.

22. AUTOMATED DECISION-MAKING

Operator Library does not currently use personal information to make solely automated decisions that produce legal or similarly significant effects on customers.

If this changes materially, we will update this Privacy Policy as required.

23. CHANGES TO THIS PRIVACY POLICY

We may update this Privacy Policy from time to time to reflect:

changes to Operator Library;

changes to the services we use;

changes to how personal information is processed;

or changes to applicable legal requirements.

The latest version will display the effective date at the beginning of the document.

24. CONTACT

For privacy enquiries or requests relating to your personal information, contact:

Operator Library

SDM ENTERPRISES LTD

124-128 City Road, London, England, EC1V 2NX

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