

Privacy Policy

Flippers.Club • Effective 10 June 2026

This Privacy Policy describes how Flippers.Club collects, uses, shares, and protects information about people who use the site. Flippers.Club is operated by Candid Marketing Ltd, a company incorporated in England and Wales with registered office at 71-75 Shelton Street, Covent Garden, London, WC2H 9JQ, United Kingdom ("Candid Marketing", "we", "us"). Candid Marketing Ltd is the data controller for personal information processed in connection with the service. If you have questions about this policy, contact privacy@flippers.club.

1. Who this policy applies to

This policy applies to Visitors, Members, Sellers, Buyers, and anyone else who interacts with Flippers.Club, including via email and the listing process. It covers the Flippers.Club website, the brokered deal process, and our transactional communications.

2. Information we collect

2.1 Account information.

Name, email address, password (hashed), country, role (buyer, seller, or both), and any profile information you add.

2.2 Identity verification (KYC).

When you become a Member, we run identity verification through a regulated third-party provider. The provider may collect government ID, a selfie or liveness check, address proof, and watchlist data. We receive the verification outcome and a reference. Source documents are retained by the KYC provider under their own policy.

2.3 Payment information.

Membership payments are processed by Stripe. Card and bank details are collected by Stripe directly and never touch Flippers.Club servers. We receive limited data such as the last four digits of your card, the brand, the country, and the subscription state.

2.4 Listing information.

Sellers submit business details for a Listing: financials, traffic, user metrics, stack, screenshots, voice notes, contracts, and other supporting documents. The Seller controls what they submit. Listings are reviewed by a Flippers.Club Analyst before they go live.

2.5 Integration data.

Where a Seller connects a third-party account to verify metrics, we pull read-only data from that integration. Integrations may include Stripe, Google Analytics 4, Google Search Console, App Store Connect, Google Play Developer, Shopify, and similar. We pull only the data needed to verify the relevant metric.

2.6 Deal information.

When you express interest, make an offer, or progress through a Deal, we record the offer amount, notes, Q&A, stage updates, assigned Broker, escrow reference, and asset transfer checklist.

2.7 Communications.

We keep records of emails, in-platform messages with Brokers and Analysts, and moderation decisions on the public Q&A.;

2.8 Device and usage data.

IP address, browser type, device identifiers, pages viewed, listings opened, time on page, referrer, and similar diagnostic data. We use cookies and similar technologies (see Section 7).

3. How we use information

We use the information above to:

- operate the site and provide the brokered marketplace service
- verify identity and meet anti-fraud, anti-money-laundering, and sanctions obligations
- review and approve Listings through manual due diligence
- mediate Deals between Buyers and Sellers via an assigned Broker
- process payments, escrow, and Commission
- compute live market signals on a Listing (views, offers, watchlists, questions answered)
- send transactional emails (verification, offers, deal updates, payment receipts)
- personalise the Member dashboard against the thesis you submit at signup
- respond to support requests
- improve the service, debug issues, and prevent abuse
- comply with law, court orders, and regulatory requests

4. Legal bases

Where applicable law requires a legal basis, we rely on: performance of a contract with you (to provide the service and run a Deal), legitimate interests (running the marketplace, preventing fraud, improving the service), legal obligation (KYC, tax, sanctions), and consent (where we ask for it, such as for non-essential cookies and marketing emails).

5. How we share information

5.1 With other users, in a controlled way.

Sellers and Buyers do not see each other's identity or contact details on the site. A Buyer's offer is shared with the Seller through the assigned Broker. A Seller's identifying information and data room are shared with a Buyer only after they express interest and a Broker is assigned, and only under the NDA.

5.2 With our staff.

Listing and Deal information is accessible to the Flippers.Club Analyst assigned to vet the Listing and the Broker assigned to the Deal, plus authorised admin staff. We restrict access on a need-to-know basis.

5.3 With service providers.

We use third-party providers to operate the service. Each is bound by contract to use data only on our instructions. Typical providers:

- Stripe (payments and subscriptions)
- an escrow provider (deal funds and release on transfer)
- a KYC and identity verification provider
- Postmark or similar (transactional email)
- cloud hosting and storage (file storage on signed URLs)

- Google Analytics 4, Google Search Console, App Store Connect, Google Play Developer, Shopify and similar (metric verification, read-only)
- error tracking and product analytics

5.4 With legal and regulatory authorities.

We disclose information where required by law, court order, or regulatory request, and where we reasonably believe disclosure is necessary to prevent fraud, harm, or abuse of the service.

5.5 In a corporate transaction.

If Flippers.Club is involved in a merger, acquisition, restructuring, or sale of assets, information may transfer to the successor entity, subject to this policy.

5.6 Anonymised and aggregate data.

We publish anonymised, aggregate statistics (“sold for X at Yx in Z days”, totals like deals closed, dollar volume, and live signals such as views and offers). These do not identify the parties to a Deal.

6. International transfers

We are based in the United Kingdom. We and our service providers may process data outside the UK, including in the European Economic Area, the United States, and India. Where personal data leaves the UK, we rely on appropriate safeguards, including UK adequacy regulations, the UK International Data Transfer Agreement, or the EU Standard Contractual Clauses together with the UK Addendum, as applicable.

7. Cookies and similar technologies

We use strictly necessary cookies (login, session, fraud prevention), preference cookies, and analytics cookies. Where required, we ask for consent for non-essential cookies via a banner. You can control cookies through your browser and through the in-product cookie settings.

8. Data security

We apply reasonable technical and organisational measures to protect information: encryption in transit, encryption at rest for sensitive stores, role-based access control, signed short-lived URLs for member-only and data-room files, audit logging, and regular review of access. No system is fully secure, and we cannot guarantee absolute security.

9. Data retention

We retain information for as long as needed for the purposes set out above, including the lifetime of your account, the duration of any Deal, and any period needed to meet legal, tax, accounting, or anti-fraud obligations. KYC records and Deal records are typically retained for the period required by applicable anti-money-laundering law (commonly five to seven years after the relationship ends). Voice notes attached to a Listing are deleted when the Listing is withdrawn or after Deal close, subject to the same compliance period.

10. Your rights

Under the UK GDPR and the Data Protection Act 2018, you have the right to access, correct, delete, restrict, or port your personal information, to object to certain processing, and to withdraw consent where processing is based on consent. To exercise these rights, email privacy@flippers.club. We respond within one month, extendable by two further months for complex requests. Some rights have limits where we have a legal obligation to keep records.

If you are not satisfied with our response, you can lodge a complaint with the Information Commissioner's Office (ICO), the UK supervisory authority, at ico.org.uk. If you are in the European Economic Area, you can lodge a complaint with your local data protection authority. If you are in India, you can contact the Data Protection Board of India.

11. Children

Flippers.Club is for adults only. We do not knowingly collect information from anyone under 18. If you believe a minor has provided information, contact privacy@flippers.club and we will delete it.

12. Marketing

Transactional emails (verification, offers, deal updates) are part of the service. Marketing emails are sent only where allowed by law and you can unsubscribe at any time from the link in each email or from your account settings.

13. Changes to this policy

We may update this policy. The current version is the one posted on the site. Material changes will be communicated by email to your registered address at least 14 days before they take effect.

14. Contact

Flippers.Club, operated by Candid Marketing Ltd
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London, WC2H 9JQ, United Kingdom
Privacy: privacy@flippers.club
Data Protection Officer (where appointed): dpo@flippers.club