

## **Privacy Policy**

Matrix BPO Ltd

Last updated: 18/11/2025

Matrix BPO Ltd (“we”, “us”, “our”) is committed to protecting and respecting your privacy. This Privacy Policy explains how we collect, use, store, and safeguard your personal data when you visit our website, interact with us, or use our services. It also outlines your rights under the UK General Data Protection Regulation (“UK GDPR”) and the Data Protection Act 2018.

### **1. Data Controller**

Matrix BPO Ltd is the Data Controller for the purposes of UK GDPR.

Company name: Matrix BPO Ltd

Registered office: 16 Kings Road, Feltham, TW13 5AU

Company number: 16859860

Email: [info@matrix-bpo.co.uk](mailto:info@matrix-bpo.co.uk)

Website: [www.matrix-bpo.co.uk](http://www.matrix-bpo.co.uk)

### **2. Data We Collect**

We may collect, store, and process the following categories of personal data:

- Information you provide directly
- Automatically collected data
- Client and contractor data
- Special category data (only where lawful)

### **3. Lawful Basis for Processing**

We process personal data under:

- Contractual obligation
- Legitimate interests
- Consent
- Legal obligation

### **4. How We Use Your Data**

We may use your data to provide services, respond to enquiries, process payments, improve our website, send communications, comply with legal obligations, and maintain security.

### **5. Sharing Your Data**

We may share personal data with authorised staff, IT providers, advisors, payment processors, and legal bodies. We never sell your personal data.

### **6. International Transfers**

Where data is transferred outside the UK, we ensure appropriate safeguards such as SCCs or adequacy decisions.

## **7. Data Retention**

We retain data only as long as necessary to meet operational or legal requirements.

## **8. Your Rights**

You have the right to access, rectify, erase, restrict, object, and request portability of your data. Contact [info@matrix-bpo.co.uk](mailto:info@matrix-bpo.co.uk) to exercise your rights.

## **9. Cookies & Tracking**

Our website may use cookies and tracking technologies. You may disable cookies through your browser.

## **10. Data Security**

We use appropriate technical and organisational measures to protect your data.

## **11. External Links**

We are not responsible for third-party websites linked from our site.

## **12. Changes to This Policy**

We may update this Privacy Policy periodically. Updates will be posted on our website.

## **13. Contact Us**

Email: [info@matrix-bpo.co.uk](mailto:info@matrix-bpo.co.uk)

Website: [www.matrix-bpo.co.uk](http://www.matrix-bpo.co.uk)