



# PRIVACY POLICY

[Your Company Name Ltd]

**Effective Date:** 27<sup>th</sup> May 2026

**Last Updated:** 27<sup>th</sup> May 2026

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## 1. Introduction

This Privacy Policy explains how **VANTIS Solutions Limited** (“we”, “us”, “our”) collects, uses, and protects personal data in accordance with the **UK General Data Protection Regulation (UK GDPR)** and the **Data Protection Act 2018**.

We are a UK-based IT solutions provider offering services including managed IT support, cybersecurity, cloud services, software development, consultancy, and related technical services.

For the purposes of data protection law, we may act as:

- **Data Controller** (for our own business operations), and/or
  - **Data Processor** (when processing client data on their behalf)
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## 2. Data We Collect

### A. Personal Data You Provide

We may collect:

- Full name
- Business name
- Job title
- Email address
- Telephone number
- Billing address
- Payment information
- Account login credentials

<p><b>VANTIS SOLUTIONS LTD</b> Company No. 16959397 Registered Address: 1 Ghyll Beck Farm, Esholt Lane, Baildon, West Yorkshire, BD17 7RJ</p>	<p><b>Directors:</b> <b>Daniel Jennings</b> d.jennings@vantissolutions.com <b>Richard Haley</b> r.haley@vantissolutions.com www.vantissolutions.com</p>
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- Correspondence records

### B. Technical Data

When using our website or services:

- IP address
- Browser type and version
- Device identifiers
- Usage data
- Cookies and tracking data

### C. Client Data

When delivering IT services, we may process personal data on behalf of clients. In such cases:

- The client is the **Data Controller**
- We act strictly as **Data Processor**
- Processing is governed by a Data Processing Agreement (DPA)

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## 3. Lawful Basis for Processing

Under UK GDPR, we rely on the following lawful bases:

- **Contractual necessity** – to provide IT services
- **Legal obligation** – tax, regulatory, compliance
- **Legitimate interests** – business operations and service improvement
- **Consent** – marketing communications (where required)

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## 4. How We Use Your Data

We use personal data to:

- Provide and manage IT services
- Deliver technical support

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- Process payments
- Improve security and performance
- Communicate regarding services
- Comply with legal obligations
- Send marketing communications (where consent applies)

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## 5. Data Sharing

We may share data with:

- Cloud hosting providers
- Payment processors
- Professional advisers (legal/accounting)
- Regulatory bodies where required

We do not sell personal data.

All third-party processors are contractually bound to confidentiality and security standards.

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## 6. International Transfers

If we transfer personal data outside the UK, we ensure:

- UK adequacy regulations apply, or
- Appropriate safeguards such as Standard Contractual Clauses are in place.

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## 7. Data Security

We implement appropriate technical and organisational measures including:

- Encryption
- Firewalls
- Access controls

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- Multi-factor authentication
- Secure data hosting
- Regular vulnerability assessments

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## 8. Data Retention

We retain personal data only as long as necessary for:

- Contract performance
- Legal compliance
- Accounting and tax obligations
- Dispute resolution

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## 9. Your Rights

Under UK GDPR, you have the right to:

- Access your personal data
- Rectify inaccurate data
- Request erasure (“right to be forgotten”)
- Restrict processing
- Object to processing
- Data portability
- Withdraw consent

You may also lodge a complaint with the **Information Commissioner's Office (ICO)** at: <https://ico.org.uk>

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## 10. Cookies

We use cookies in accordance with the Privacy and Electronic Communications Regulations (PECR).

You may manage cookie preferences via your browser settings or our cookie banner.

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