PRIVACY POLICY

VOCOSA LTD ("VOCOSA", "we", "us" or "our") respects your privacy and is committed to protecting your personal data.

This Privacy Policy explains how we collect, use and protect personal data when you visit our website, contact us, make an enquiry or otherwise interact with us.

This policy is intended to provide information in accordance with applicable UK data protection legislation, including the UK General Data Protection Regulation ("UK GDPR") and the Data Protection Act 2018.

WHO WE ARE

The data controller responsible for this website is:

VOCOSA LTD
20-22 Wenlock Road
London
England
N1 7GU

Company number: 07387729
Email: it@vocosa.com
Telephone: 01628 854950

INFORMATION WE MAY COLLECT

Depending on how you interact with us and our website, we may collect and process personal data including:

- Your name and contact details, such as your email address and telephone number.
- Your company name, job title or other professional information where relevant to your enquiry.
- Information you provide when contacting us, submitting an enquiry or completing a form on our website.
- Information contained in correspondence between you and Vocosa.
- Information relating to the products or services you are interested in or have requested from us.
- Technical information relating to your use of our website, such as your IP address, browser type, device information and website access information.

- Information associated with cookies and similar technologies used by our website.

Please do not provide sensitive personal information unless it is necessary for your enquiry or specifically requested by us.

HOW WE USE YOUR INFORMATION

We may use your personal data to:

- Respond to enquiries and requests.
- Communicate with you about our products and services.
- Provide information, quotations, products or services that you have requested.
- Manage our relationship with clients, prospective clients, suppliers and other business contacts.
- Operate, maintain and protect our website.
- Diagnose technical problems and maintain website and system security.
- Maintain appropriate business and administrative records.
- Comply with applicable legal, accounting, tax and regulatory obligations.

We will only process your personal data where we have a lawful basis to do so.

Depending on the circumstances, this may include:

- **Contract** – where processing is necessary to perform a contract with you or to take steps at your request before entering into a contract.
- **Legal obligation** – where we need to process your information to comply with a legal requirement.
- **Legitimate interests** – where processing is necessary for our legitimate business interests and those interests are not overridden by your rights and interests.
- **Consent** – where you have given us consent to process your personal data for a particular purpose.

CONTACT FORMS AND ENQUIRIES

When you contact us through our website, by email, by telephone or by another method, we may collect the information you provide in order to respond to and manage your enquiry.

We may retain correspondence where reasonably necessary to manage your enquiry, maintain appropriate business records or manage any subsequent business relationship.

MARKETING COMMUNICATIONS

Where permitted by law, we may use your contact details to provide information about our products and services that we believe may be relevant to you.

Where consent is required, we will only send such communications after you have provided the appropriate consent.

You can ask us to stop sending marketing communications at any time by using any unsubscribe option provided in the communication or by contacting us directly.

COOKIES AND WEBSITE TECHNOLOGIES

Our website uses cookies and similar technologies where necessary for the operation and functionality of the website.

Our current website scan has identified only strictly necessary cookies and has not identified cookies used for analytics, advertising or marketing purposes.

Strictly necessary cookies may be used without consent where permitted by applicable law.

If non-essential cookies or similar technologies are introduced in the future, we will update our Cookie Policy and implement appropriate consent controls where required.

For further information about the cookies used on this website, please see our **Cookie Policy**.

THIRD-PARTY SERVICES AND LINKS

Our website may contain links to websites and services operated by third parties.

When you follow a link to an external website, that organisation's own Privacy Policy and Cookie Policy will apply to information it collects.

We may also use third-party service providers to support our website and business operations, including:

- Website hosting providers.
- IT and website support providers.
- Email and communication services.
- Professional and business service providers.

Where a third-party service provider processes personal data on our behalf, we take appropriate steps to ensure that personal data is handled in accordance with applicable data protection requirements.

SHARING YOUR PERSONAL DATA

Where necessary, we may share personal data with trusted organisations that help us operate our business ad provide our products and services.

These may include:

- Website hosting and IT providers.
- Professional advisers, including accountants and legal advisers.
- Suppliers and service providers where necessary to provide our products or services.
- Payment providers, where applicable.
- Public authorities, regulators or other organisations where disclosure is required by law.

We do not sell your personal data.

INTERNATIONAL DATA TRANSFERS

Some technology or service providers we use may process personal data outside the UK.

Where personal data is transferred internationally, we will take appropriate steps to ensure that the transfer complies with applicable data protection law and that appropriate safeguards are used where required.

HOW LONG WE KEEP YOUR INFORMATION

We retain personal data only for as long as reasonably necessary for the purpose for which it was collected and to comply with applicable legal, accounting, tax, contractual and regulatory requirements.

Information relating to enquiries will generally be retained only for as long as necessary to deal with the enquiry and any resulting business relationship.

Client and business records may be retained for longer where required for contractual, legal, accounting or regulatory purposes.

Technical and website information will be retained in accordance with the relevant system settings and our Cookie Policy.

YOUR DATA PROTECTION RIGHTS

Under UK data protection law, depending on the circumstances, you may have the right to:

- Request access to the personal data we hold about you.
- Request correction of inaccurate or incomplete personal data.

- Request deletion of your personal data.
- Request restriction of the processing of your personal data.
- Object to certain types of processing.
- Request the transfer of your personal data where applicable.
- Withdraw your consent at any time where processing is based on consent.

Withdrawing consent does not affect the lawfulness of processing carried out before consent was withdrawn.

To exercise any of these rights, please contact us using the details provided in this Privacy Policy. We may need to verify your identity before responding to your request.

SECURITY

We take appropriate technical and organisational measures to protect personal data against accidental or unlawful loss, misuse, alteration, unauthorised access, disclosure or destruction.

However, no method of transmitting or storing information online can be guaranteed to be completely secure.

COMPLAINTS

If you have concerns about how we collect or use your personal data, please contact us first so that we can try to resolve the matter.

You also have the right to make a complaint to the UK's data protection regulator, the **Information Commissioner's Office (ICO)**.

CHANGES TO THIS PRIVACY POLICY

We may update this Privacy Policy from time to time to reflect changes to our website, services, technology, business practices or legal requirements. The latest version will be made available on this website.

CONTACT US

If you have any questions about this Privacy Policy, your personal data or how we use your information, please contact:

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