



Privacy Policy

Effective Date: August 16th 2025

Company Name: Coombs Technologies Limited

Website: coombstech.com

Jurisdiction: United Kingdom

At **Coombs Technologies Limited**, we respect your privacy and are committed to protecting the personal information you share with us. This Privacy Policy explains how we collect, use, store, and safeguard your information in compliance with the **UK General Data Protection Regulation (UK GDPR)** and the **Data Protection Act 2018**.

1. Information We Collect

When you create an account or interact with our services, we may collect the following information:

- **Account Information:**
 - Account creation date (automatically recorded, read-only)
 - First name (required)
 - Last name (required)
 - Email address (required)
 - Phone number (optional)
 - Avatar (optional)
- **Newsletter Subscription:**
 - If you submit an enquiry through our contact page and choose to subscribe to our newsletter, we will store your email address solely for the purpose of sending newsletters.
- **Cookies:**

- We use cookies strictly for **session management**. We do not use cookies for analytics, advertising, or tracking.

2. How We Use Your Information

We process your personal data only where lawful under UK GDPR, including when:

- It is necessary for the performance of a contract (e.g., creating and managing your account).
- You have given **consent** (e.g., subscribing to our newsletter).
- We have a **legal obligation** to comply with.

We use your data to:

- Create and manage your account.
- Enable you to sign in, update details, and use our services.
- Send newsletters (if you opted in).
- Respond to your enquiries.
- Comply with legal obligations.

We **do not sell, rent, or share your personal information with third parties**, unless required by law enforcement or regulatory authorities.

3. Account Deletion

- You may delete your account at any time.
- Upon deletion, your account will first be marked as deleted in our database.
- After **24 hours**, your account and associated personal information will be permanently erased.

4. Data Retention

- We retain your data only for as long as necessary to fulfil the purposes outlined in this policy or to meet legal requirements.
- Newsletter subscriptions are retained until you unsubscribe.

5. Security

We take appropriate technical and organisational measures to protect your data against unauthorised access, alteration, disclosure, or destruction.

6. Your Data Protection Rights

Under UK GDPR, you have the following rights:

- **Right of access** – Request a copy of the personal data we hold about you.
- **Right to rectification** – Request correction of inaccurate or incomplete data.
- **Right to erasure** – Request deletion of your data (“right to be forgotten”).
- **Right to restrict processing** – Request limits on how your data is used.
- **Right to data portability** – Request your data in a portable format.
- **Right to object** – Object to certain types of data processing.
- **Right to withdraw consent** – Withdraw consent (e.g., newsletter subscription) at any time.

To exercise these rights, please contact us using the details below.

If you are not satisfied with how we handle your data, you also have the right to lodge a complaint with the **UK Information Commissioner’s Office (ICO)**: <https://ico.org.uk>.

7. Third-Party Services

We do not use third-party analytics, advertising, or tracking tools. Your data remains within our systems unless disclosure is required by law.

8. Changes to This Policy

We may update this Privacy Policy from time to time. Updates will be published on this page with a revised **Effective Date**.

9. Contact Us

If you have questions about this Privacy Policy or how your data is handled, please contact us:

Coombs Technologies Limited

Registered in the United Kingdom

Email: contact@coombstech.com

Website: <https://coombstech.com>