

Website Privacy & Data Protection Policy

i-Convergence Limited

Website: www.iconvergence.co.uk

Data Protection Officer: mightfoot@iconvergence.co.uk

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1. Overview

This policy explains how i-Convergence Limited collects, uses, stores, and protects personal data obtained through this website, in compliance with the UK GDPR and Data Protection Act 2018.

2. Information We Collect

We may collect personal data including names, email addresses, telephone numbers, company details, enquiry content, IP addresses, browser type, device information, and usage data.

3. Lawful Basis for Processing

We process personal data under one or more lawful bases including consent, legitimate interests, contractual necessity, and legal obligation.

4. Cookies & Analytics

Our website uses cookies and similar technologies to distinguish users, improve functionality, and analyse website traffic. We may use analytics tools such as Google Analytics to collect anonymised statistical data. Users can control cookies through browser settings and cookie consent tools on the website.

5. How We Use Your Data

Personal data is used to respond to enquiries, deliver services, improve our website, manage relationships, and meet regulatory obligations.

6. Data Retention

We retain personal data only for as long as necessary for the purposes for which it was collected, including legal, contractual, and regulatory requirements. Website enquiry data is typically retained for up to 24 months unless a longer period is required.

7. Data Sharing & Transfers

We do not sell personal data. Data may be shared with trusted service providers under appropriate data processing agreements. Data is not transferred outside the UK without appropriate safeguards.

8. Data Security

We apply appropriate technical and organisational measures to protect personal data against unauthorised access, loss, or misuse.

9. Your GDPR Rights

You have the right to access, rectify, erase, restrict processing, object to processing, data portability, and to lodge a complaint with the ICO.

10. Changes to This Policy

This policy may be updated periodically. The latest version will always be available on our website.