

PRIVACY NOTICE

VG Tech Solutions Ltd | Effective date: 9 October 2026 | Version 1.0

This notice explains how VG Tech Solutions Ltd collects, uses, shares and protects personal information when you visit our website, contact us, enquire about our services, or engage with us in a business or procurement context. It also explains your rights under applicable UK data protection law.

1. Who we are

VG Tech Solutions Ltd (company number 08786865) is a UK information technology consultancy. For the activities described in this notice, we generally act as the data controller, meaning we determine why and how personal data is used.

Contact: admin@vgtechsolutions.co.uk

Postal address: 2 Barley Road, Cheltenham, GL52 3PF, United Kingdom

Website: www.vgtechsolutions.co.uk

Where we process personal information on behalf of a client as part of contracted services, we may instead act as a data processor. The relevant client agreement and the client's privacy information govern that processing.

2. Personal information we may collect

Depending on your interaction with us, we may process your name, job title, employer, business email address, telephone number, correspondence, meeting details, service enquiries, proposals, contract and supplier information, and records of our business relationship. Where relevant to recruitment, delivery or procurement, we may also process professional qualifications, work history and security-clearance status.

When you use our website, limited technical information such as IP address, browser type, device information, access times and website usage data may be collected by our hosting provider or any website tools we use. The specific data depends on how the website is configured.

3. Why we use personal data and our lawful bases

Responding to enquiries and communicating with you: our legitimate interests in managing business communications and responding to requests.

Preparing proposals and providing contracted services: steps before entering a contract, performance of a contract where you are a contracting individual, or our legitimate interests in delivering business-to-business services.

Managing customers, suppliers, partners and procurement: our legitimate interests in operating and developing our business, and compliance with legal obligations where applicable.

Maintaining security, preventing misuse and keeping appropriate records: our legitimate interests in protecting systems and services, or compliance with applicable legal duties.

Sending relevant business communications: legitimate interests where permitted by electronic marketing rules, or consent where required. You can object or unsubscribe at any time.

We do not rely on consent for all processing. Where consent is the appropriate basis, you may withdraw it at any time without affecting processing already carried out.

4. Who we share information with

We may share relevant personal data with authorised staff or contractors, professional advisers, IT/website/email and cloud service providers, and clients, partners or public-sector procurement organisations where necessary for an enquiry, bid or engagement. We may also disclose information where required by law or to protect legal rights. We do not sell personal information.

Service providers acting for us are expected to handle personal data securely and only for authorised purposes, subject to appropriate contractual safeguards where required.

5. International transfers

Some technology providers may process or access data outside the United Kingdom. Where UK data protection law requires it, we use an appropriate transfer mechanism, such as UK adequacy regulations or approved contractual safeguards, together with any necessary supplementary protections.

6. How long we keep information

We retain personal information only for as long as reasonably necessary for the purpose collected, including ongoing business relationships, contractual obligations, legal and tax record-keeping, dispute handling and security. Retention periods vary by record type. When information is no longer needed, we securely delete or anonymise it, subject to lawful retention requirements.

7. Security

We apply proportionate technical and organisational measures designed to protect personal information against unauthorised access, loss, misuse and disclosure. Access is restricted to those with a legitimate business need. No internet-based transmission or storage method can be guaranteed completely secure.

8. Cookies and website technologies

Our website may use essential cookies or similar technologies needed for its operation. If we use optional analytics, advertising or other non-essential cookies, we will provide appropriate information and obtain consent where required by UK law. You can manage cookies using your browser settings and, where available, the website's cookie controls. The exact cookies in use depend on the website configuration.

9. Your data protection rights

Subject to legal conditions and exemptions, you may request access to your personal data, correction of inaccurate information, erasure, restriction of processing, data portability, or object to processing (including direct marketing). Where processing relies on consent, you can withdraw that consent. You also have rights relating to certain solely automated decisions; we do not ordinarily make decisions of this kind in our routine business enquiries.

To exercise your rights, email admin@vgtechsolutions.co.uk. We may need to verify your identity before responding. We will respond within the time limits required by applicable law.

10. Complaints

If you have concerns about how we handle your information, please contact us first so we can investigate. You also have the right to complain to the UK Information Commissioner's Office (ICO): www.ico.org.uk.

11. Changes to this notice

We may update this notice when our services, website technologies or legal requirements change. The latest version will be made available on our website, with the effective date shown above.