

Privacy Policy

This privacy policy explains how Arctic Comms Ltd uses and protects any information that you give us when you use this website (<https://arcticcomms.com/>). Arctic Comms Ltd takes your privacy seriously and is committed to ensuring your information is protected.

Who we are

Arctic Comms Ltd is a company registered in England and Wales (Company No. 12336201). Our registered office is 4 Mill Close, Burgess Hill, West Sussex, RH15 8GD. For the purposes of UK data protection law (UK GDPR and the Data Protection Act 2018), we are the data controller.

Information we collect

We may collect the following information when you use our site or services:

- Name and job title
- Contact details such as email address and telephone number
- Information relevant to enquiries, services or invoices
- Technical information such as IP address, browser type and pages visited

How we collect information

- When you contact us directly (via the website, email or phone)
- When you use our services
- Automatically through cookies and similar technologies (see "Cookies" below)

How we use your information

We use your information to:

- Respond to your enquiries
- Provide and manage our services
- Keep internal records
- Improve our website and services
- Send relevant updates or marketing (only where you have consented)
- Meet legal or regulatory obligations

Legal basis for processing

We process your personal data where it is necessary for:

- The performance of a contract with you
- Our legitimate interests in running our business
- Compliance with legal obligations
- Your consent (for example, to receive marketing emails)

Cookies

Our website uses cookies to improve user experience. These may include:

- Strictly necessary cookies - to enable site functionality
- Performance cookies - to help us understand how visitors use the site

You can control or disable cookies in your browser settings. For more information visit www.aboutcookies.org.

Data security

We take steps to protect your information including secure servers, password protection and encryption where appropriate.

Data retention

We only keep your data for as long as necessary to fulfil the purposes outlined in this policy, unless a longer retention period is required by law.

Your rights

You have the right to:

- Access the information we hold about you
- Request correction or deletion of your information
- Restrict or object to our processing
- Request a copy of your data in a portable format
- Withdraw consent (where we rely on consent)

To exercise any of these rights, contact us at amy@arcticcomms.com. If you are unhappy with how we handle your data, you can also complain to the Information Commissioner's Office (www.ico.org.uk).

Changes to this policy

We may update this policy from time to time. Any changes will be posted on this page.