

Privacy Policy for [Phoenix Security](#) (Essex) Ltd

Effective Date: May 27, 2026

Last Updated: May 27, 2026

At [Phoenix Security](#) (Essex) Ltd (“Company,” “we,” “our,” or “us”), we are committed to protecting your privacy and ensuring that your personal information is handled securely and responsibly. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website, use our services, or interact with us.

This policy is designed to comply with applicable privacy laws including the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and other applicable international privacy regulations where relevant.

1. Information We Collect

We may collect and process the following categories of personal information:

Personal Information You Provide

- Full name
- Company name
- Email address
- Phone number
- Job title
- Information submitted through contact forms, support requests, or demo bookings

Automatically Collected Information

When you visit our website, we may automatically collect:

- IP address
- Browser type and version
- Device information
- Operating system
- Referring URLs
- Pages visited

- Time spent on pages
- Cookies and tracking technologies

Business and Security Data

Where relevant to our cybersecurity and security services, we may process:

- Vulnerability management data
 - Security logs
 - Cloud and infrastructure metadata
 - Application security findings
 - Risk prioritization data
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2. How We Use Your Information

We use your information to:

- Provide and maintain our services
 - Respond to inquiries and support requests
 - Schedule demonstrations and consultations
 - Improve website functionality and user experience
 - Monitor website security and prevent fraud
 - Send service updates, newsletters, and marketing communications
 - Comply with legal and regulatory obligations
 - Perform analytics and business operations
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3. Legal Basis for Processing

We process personal data under one or more of the following legal bases:

- Your consent
- Performance of a contract
- Compliance with legal obligations
- Legitimate business interests
- Protection of vital interests

4. Cookies and Tracking Technologies

We use cookies and similar technologies to:

- Maintain website functionality
- Analyse website traffic
- Improve user experience
- Remember user preferences
- Support security monitoring

You may disable cookies through your browser settings; however, some features of the website may not function properly.

5. Sharing of Information

We may share your information with:

- Trusted service providers and partners
- Hosting and cloud infrastructure providers
- Payment processors
- Analytics providers
- Legal or regulatory authorities when required by law

We do not sell personal information to third parties.

6. Data Security

We implement appropriate technical and organizational measures to protect personal information from:

- Unauthorized access
- Disclosure
- Alteration
- Loss or destruction

Despite our efforts, no electronic transmission or storage method is completely secure, and we cannot guarantee absolute security.

7. International Data Transfers

Your information may be transferred to and processed in countries outside your jurisdiction where our service providers or operations are located. Where required, we implement safeguards such as Standard Contractual Clauses or equivalent mechanisms.

8. Data Retention

We retain personal information only for as long as necessary to:

- Fulfil the purposes outlined in this policy
- Comply with legal obligations
- Resolve disputes
- Enforce agreements

Retention periods may vary depending on the type of data and applicable laws.

9. Your Privacy Rights

Depending on your jurisdiction, you may have rights to:

- Access your personal data
- Correct inaccurate information
- Request deletion of your data
- Restrict or object to processing
- Withdraw consent
- Request data portability
- Lodge a complaint with a supervisory authority

To exercise your rights, contact us using the details below.

10. Third-Party Links

Our website may contain links to external websites or services. We are not responsible for the privacy practices or content of third-party websites.

11. Children's Privacy

Our services are not directed to individuals under the age of 18. We do not knowingly collect personal information from children.

12. Contact Information

If you have questions about this Privacy Policy or wish to exercise your data protection rights, contact:

Phoenix Security (Essex) Ltd

[Official Website](#)

Email: info@phoenixsecurity.com

Address: 19 Seax Court, Basildon, Essex, SS15 6SL, United Kingdom

13. Changes to This Privacy Policy

We may update this Privacy Policy periodically to reflect operational, legal, or regulatory changes. Updated versions will be posted on this page with a revised "Last Updated" date.

14. GDPR Compliance Statement

Phoenix Security is committed to handling personal data in accordance with UK GDPR principles including:

- Lawfulness, fairness, and transparency
- Purpose limitation
- Data minimization
- Accuracy
- Storage limitation
- Integrity and confidentiality
- Accountability

Phoenix Security (Essex) Ltd also maintains data protection registration with the UK Information Commissioner's Office (ICO) Z1970961.