

Intellistart Solutions Limited

Privacy Policy

Version: 1.0 Updated 23 February 2026

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1. Who We Are

Intellistart Solutions Limited ("we", "us", "our") is a company incorporated in England and Wales, registered no. 16994865. Registered Office: 17 Victoria Road East, Thornton Cleveleys, Lancashire, United Kingdom, FY5 5HT. VAT registered: 511943800.

Contact Email for Privacy Enquiries: solutions@intellistart.co.uk

We are committed to protecting and respecting your privacy in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

2. Scope of This Policy

This Privacy Policy explains how we collect, use, store and share personal data when we provide technology procurement services to business customers.

This policy applies to business contacts, clients, prospective clients, suppliers and partners.

3. Personal Data We Collect

We may collect and process the following types of personal data:

- Business contact details (name, job title, company name)
- Email addresses and telephone numbers
- Billing and purchasing contacts
- Licence administration details (e.g. named users for software provisioning)
- Order history and transaction records

- Communications and correspondence
- Marketing partners regarding services where relevant

4. How We Collect Personal Data

We collect personal data:

- Directly from you or your organisation
- Through business introductions
- Through our partner organisations (including Intellistart Limited)
- Via email communications and meetings
- Through our CRM system (HubSpot)
- Through Microsoft 365 services used for business operations

5. How We Use Personal Data

We use personal data to:

- Provide and manage technology procurement services
- Process orders and payments
- Provision software licences
- Communicate regarding products and services
- Manage business relationships
- Provide customer support and assistance
- Send service updates and, where permitted, marketing communications

6. Legal Basis for Processing

We rely on the following lawful bases:

- **Contractual Necessity** – to fulfil orders and provide services.
- **Legitimate Interests** – to manage business relationships, respond to enquiries, and operate our business effectively.
- **Consent** – where required for marketing communications.

7. Sharing Personal Data

We may share personal data with:

- Technology distributors and suppliers
- Hardware manufacturers
- Software licensors and cloud service providers (e.g. for licence provisioning)
- Delivery and logistics providers
- Professional advisers
- Trusted partner organisations, including Intellistart Limited, where necessary to introduce or deliver services requested by you

Each organisation acts as an independent data controller unless otherwise stated.

8. International Data Transfers

Some suppliers and software providers may store or process personal data outside the United Kingdom. Where this occurs, appropriate safeguards such as UK adequacy regulations or approved contractual clauses are used.

9. Data Retention

We retain personal data only as long as necessary:

- Financial records: typically 6 years for legal and tax obligations
- Customer relationship data: for the duration of the business relationship and a reasonable period thereafter
- Marketing data: until consent is withdrawn or you opt out

10. Data Security

We implement appropriate technical and organisational measures to protect personal data, including secure systems within Microsoft 365 and HubSpot.

11. Your Rights

Under UK GDPR, you have rights including:

- Access to your personal data
- Rectification of inaccurate data
- Erasure (where applicable)
- Restriction of processing
- Data portability
- Objection to processing

To exercise your rights, contact solutions@intellistart.co.uk

12. Complaints

You have the right to lodge a complaint with the Information Commissioner's Office (ICO): <http://www.ico.org.uk>

13. Updates to This Policy

We may update this Privacy Policy from time to time. The latest version will always be made available upon request or via our website.