COMPTON SERVICES

Mobile ICT Support · Repairs · Networking · Web Design · Cloud Hosting

PRIVACY POLICY

Compton Services — How We Collect, Use, and Protect Your Data

Last updated: 29 May 2026

■ 1. Who We Are

1.1 Compton Services is a sole trader business providing IT support, web hosting, domain registration, cloud storage, and related technology services, based in Margate, Kent.

1.2 For UK data protection law purposes, Compton Services is the data controller. Contact: info@comptonservices.co.uk | 01843 278935 | www.comptonservices.co.uk

1.3 This Privacy Policy explains what personal data we collect, why we collect it, how we use it, and your rights under UK GDPR and the Data Protection Act 2018.

■ 2. What Data We Collect

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

- Contact details: name, email address, phone number, postal address
- Business details: company name, company number (where applicable)
- Technical data: IP addresses, browser type, device information (collected via our website)
- Communications: emails, messages, and enquiries you send to us
- Payment information: bank details for invoicing (we do not store card details)
- Account credentials: usernames for hosted services (stored securely, never shared)
- Support records: details of IT issues, work carried out, and service history

We do not collect sensitive personal data unless strictly necessary and with your explicit consent.

■ 3. How We Collect Your Data

3.1 Directly from you: when you contact us by phone, email, or via our website; when you sign a service agreement; when you subscribe to a hosting or support plan.

3.2 Automatically: our website may collect limited technical data through cookies and server logs.

3.3 From third parties: we may receive your details through our billing and ticketing systems (WHMCS, Invoice Ninja, osTicket).

■ 4. Why We Use Your Data (Legal Basis)

4.1 Contract performance: to provide the services you have requested.

4.2 Legitimate interests: to manage our business, respond to enquiries, maintain service records, and improve our services.

4.3 Legal obligation: to comply with applicable laws, including financial record-keeping requirements.

4.4 Consent: where you have given explicit permission. You may withdraw consent at any time.

■ 5. How We Use Your Data

We use your personal data for the following purposes:

- Providing and managing IT support, hosting, domain, and cloud storage services
- Communicating with you about your services, renewals, and support requests
- Issuing invoices and processing payments
- Maintaining records of work carried out
- Responding to enquiries and providing quotes
- Complying with legal and regulatory obligations

We will never sell your personal data to third parties.

■ 6. Sharing Your Data

6.1 We do not sell, rent, or trade your personal data. We may share it only in limited circumstances:

6.2 Service providers: third-party tools used to deliver our services (WHMCS, Invoice Ninja, osTicket). These are bound by their own data protection obligations.

6.3 Legal requirements: where required to disclose data by law, court order, or regulatory authority.

6.4 Business transfer: in the unlikely event Compton Services is transferred to a new owner, you will be notified in advance.

■ 7. Data Retention

7.1 We retain personal data only as long as necessary for the purposes collected, or as required by law.

7.2 Customer records and invoices are retained for a minimum of 6 years to comply with HMRC requirements.

7.3 Website enquiry data is retained for up to 2 years from the date of last contact.

7.4 Hosting account data is deleted within 30 days of account termination.

7.5 You may request deletion of your data at any time, subject to legal obligations.

■ 8. Data Security

8.1 We use appropriate technical and organisational measures to protect your data against unauthorised access, loss, or disclosure.

8.2 Measures include: SSL encryption on our website; secure password management; encrypted storage for sensitive credentials; access controls.

8.3 In the event of a data breach likely to result in risk to your rights, we will notify the ICO within 72 hours and inform affected individuals as required.

■ 9. Cookies

9.1 Our website may use cookies to improve your browsing experience.

9.2 We use essential cookies (required for the website to function) and may use analytical cookies to understand how visitors use our site.

9.3 You can control cookies through your browser settings. Disabling cookies may affect some website functionality.

■ 10. Your Rights Under UK GDPR

You have the following rights regarding your personal data:

- Right of access: to request a copy of the personal data we hold about you
- Right to rectification: to request correction of inaccurate or incomplete data
- Right to erasure: to request deletion of your data (subject to legal obligations)
- Right to restrict processing: to request we limit how we use your data
- Right to data portability: to receive your data in a structured, machine-readable format
- Right to object: to object to processing based on legitimate interests
- Right to withdraw consent: where processing is consent-based, to withdraw it at any time

To exercise any of these rights, contact info@comptonservices.co.uk. We will respond within 30 days. You also have the right to complain to the Information Commissioner's Office (ICO) at ico.org.uk or 0303 123 1113.

■ 11. Changes to this Policy

We may update this Privacy Policy from time to time. The current version is always available at www.comptonservices.co.uk. Last updated: 29 May 2026.

Compton Services is a sole trader based in Margate, Kent. Not VAT registered. For data protection enquiries contact info@comptonservices.co.uk.