



Correspondence Address
32 Bellevue Farm Road, Pease Pottage
West Sussex, RH11 9GU

Privacy Policy - Clients

PalmerWebb Limited

1. Introduction

PalmerWebb Limited is committed to protecting the privacy of our clients and ensuring that their personal and business data is handled securely and responsibly. This Privacy Policy explains how we collect, use, store, and protect client data in compliance with applicable data protection laws, including the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

2. Scope

This policy applies to all personal data collected from clients, potential clients, and individuals representing client organizations in the course of providing our services.

3. Information We Collect

PalmerWebb Limited may collect and process the following client data:

- Contact details (name, email address, phone number)
- Company details (business name, registered address, VAT number, company registration details)
- Communication records (emails, meeting notes, service inquiries)
- Billing and payment information
- Technical data related to services provided (e.g., IP addresses, system logs, service usage)

4. How We Use Client Data

We process client data for the following purposes:

- Providing and managing services requested by the client
- Communicating with clients regarding services, support, and inquiries
- Processing payments and issuing invoices
- Ensuring security and compliance with legal obligations
- Improving and optimizing our services
- Marketing and promotional activities (only with explicit consent)



5. Legal Basis for Processing

We process client data under the following lawful bases:

- Contractual necessity: To fulfil service agreements with our clients
- Legal obligation: To comply with regulatory and financial requirements
- Legitimate interests: To improve our services and maintain security
- Consent: Where required for marketing or specific processing activities

6. Data Sharing and Disclosure

PalmerWebb Limited may share client data with:

- Payment processors for invoicing and transactions, such as Xero.
- Regulatory authorities where required by law
- IT and cloud service providers for secure data storage and processing
- Third-party service providers engaged in delivering contracted services

We do not sell or share client data with third parties for marketing purposes.

7. Data Retention

Client data is retained only as long as necessary for service provision, legal compliance, and business operations.

After the retention period, data is securely deleted or anonymized.

8. Data Security

We implement robust security measures, including encryption, access controls, and regular audits, to protect client data from unauthorized access, loss, or misuse.

9. Client Rights

Clients have the following rights regarding their personal data:

- Access: Request a copy of the data we hold
- Rectification: Request corrections to inaccurate data
- Erasure: Request deletion of personal data under certain conditions
- Restriction: Request limited processing of data
- Objection: Object to processing based on legitimate interests
- Data Portability: Request transfer of data in a structured format

To exercise these rights, clients can contact our Data Protection Officer.





10. Marketing Preferences

Clients may opt-in to receive marketing communications from PalmerWebb Limited. They can withdraw consent at any time by using the unsubscribe link in emails or contacting us directly.

11. Policy Updates

This policy is reviewed annually and updated as necessary to reflect legal or operational changes.

12. Contact Information

For questions or concerns about this policy, please contact:

Data Protection Officer

PalmerWebb Limited

Address: 32 Bellevue Farm Road, Pease Pottage, West Sussex, RH11 9GU

Email: data.protection@palmerwebb.co.uk

Phone: +441293 243924

