

DATA PROTECTION AT PROSSLABS

Customer guide

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PROCESS LABS AI SOLUTIONS LIMITED

Process Labs AI Solutions Limited (Company No. 17036074), registered in England and Wales. Registered office: 64 Nile Street, London, England, N1 7SR. ICO Registration: ZC094994.

This plain-language guide explains the contract structure. It does not replace the Privacy Policy, DPA or legal obligations.

1. Our two data roles

- Controller: ProcessLabs decides how to use contact, enquiry, billing, security and business records. The Privacy Policy applies.
- Processor: ProcessLabs handles customer-controlled personal data only on documented instructions to deliver a Service. The DPA applies.
- The actual facts determine the role. A contract label alone cannot change the law.

2. Website audits

A public-page audit may require little or no customer-controlled personal data. If analytics exports, enquiry records, call data or account data are supplied, the Order and DPA must record purpose, data types, access, tools and deletion. Credentials must use a secure channel and least privilege.

3. AI and zero training

ProcessLabs does not use Customer Data to train or fine-tune a general-purpose AI model. Approved AI providers may process information only to provide the contracted Service under appropriate terms. Data is minimised and unnecessary personal or confidential information should not be uploaded.

4. Subprocessors and transfers

The current subprocessor list should identify actual providers, purpose, location and transfer safeguard. Customers receive the notice and objection rights in the DPA. ProcessLabs remains responsible to the Customer for subprocessor compliance with DPA obligations.

5. Retention and deletion

The Order or SOW should state Service retention. At the end of processor activity, Customer Personal Data is returned or deleted at the Customer's choice, unless law requires retention. Protected backups may be put beyond ordinary use and deleted on their scheduled cycle.

6. Security and incidents

Controls are proportionate to risk and include access management, authentication, secure transfer, supplier review, logging, incident response and retention controls. ProcessLabs notifies the Customer without undue delay after becoming aware of a relevant Personal Data Breach so the Customer can assess its duties.

7. Customer responsibilities

- Choose a lawful basis and provide notices
- Supply only necessary data
- Approve subprocessors and restricted-transfer arrangements where applicable

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- Keep business information, scripts and privacy wording current
- Maintain human oversight and secure account access
- Handle Data Subject requests and regulator reporting as controller, with ProcessLabs assistance under the DPA

8. Complaints and rights

For information ProcessLabs controls, contact info@theprocesslabs.co.uk. ProcessLabs will acknowledge a data-protection complaint within 30 days and respond without undue delay. For data ProcessLabs handles only for a customer, the individual should normally contact that customer first.

9. Documents to use

Situation	Document
ProcessLabs uses business contacts for its own administration	Privacy Policy
ProcessLabs processes personal data on Customer instructions	DPA plus processing details in Order/SOW
Customer buys an audit	Master Terms, Order and Schedule A
Customer buys a website project	Master Terms, Order, SOW and Schedule B
Customer buys live automation or AI service	Master Terms, Order, SOW, Schedule C, AUP, Support Policy and DPA where applicable
A third-party platform or provider is used	Third-Party Provider and Flow-Down Terms Register
The ProcessLabs website uses cookies or similar technologies	Cookie Policy, cookie table and consent controls