

PRIVACY POLICY

How ProcessLabs uses personal information as controller

Version 4.1 | Effective 12 July 2026

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 Policy applies when ProcessLabs decides why and how personal information is used, including website visitors, enquiries, prospects, customer contacts, suppliers and business administration. When ProcessLabs acts only on a customer's instructions, that customer's privacy notice and the DPA govern the processing relationship.

1. Who we are and contact

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.

Privacy enquiries, rights requests and complaints: info@theprocesslabs.co.uk. Please do not send passwords or unnecessary sensitive information by email.

2. Information we collect

- Identity and business contact details
- Enquiry, correspondence, meeting and support records
- Contract, Order, invoicing and payment-status information
- Website and device information, including logs, IP address, cookie choices and analytics where enabled
- Service administration, security and access records
- Feedback, testimonials and marketing preferences
- Public business information reviewed for an audit or prospecting, where lawful
- Information required to establish, exercise or defend legal rights

We do not seek Special Category or criminal-offence information for ordinary sales or administration. If it is necessary for a specific Service, additional safeguards and information will be provided.

3. Purposes and lawful bases

Purpose	Typical lawful basis
Respond to enquiries and take pre-contract steps	Legitimate interests; steps requested before contract
Provide and administer contracts, support and billing	Contract; legitimate interests; legal obligation
Website audits and consultancy administration	Contract; legitimate interests
Security, fraud prevention and service protection	Legitimate interests; legal obligation
Accounting, tax, corporate and regulatory records	Legal obligation; legitimate interests
Business-to-business marketing and relationship management	Legitimate interests, subject to PECR; consent where required
Analytics and non-essential cookies	Consent where required
Legal claims and compliance	Legal obligation; legitimate interests

Where we rely on legitimate interests, we consider necessity, reasonable expectations and impact on individuals. You may object as explained below.

4. AI-assisted work

We may use approved AI-assisted tools to help draft, summarise or analyse business material. We minimise personal information, apply access and contractual controls, and do not use customer personal information to train

a general-purpose AI model. Material customer-facing work remains subject to human review appropriate to the task.

5. Sources

Information comes from you, your organisation, our website and systems, service providers, publicly available business websites or directories, and professional or commercial contacts. We do not treat public availability as removing data-protection duties.

6. Recipients and processors

We may disclose information to authorised personnel, professional advisers, payment and accounting providers, hosting and productivity providers, analytics and communications providers, approved AI providers, technical subcontractors, regulators, law enforcement and a purchaser or investor subject to appropriate safeguards. We require processors to protect information contractually.

7. International transfers

Where information is transferred outside the UK, we use an applicable adequacy regulation or safeguard such as the UK International Data Transfer Agreement or UK Addendum, together with risk assessment and supplementary measures where required.

8. Retention

We keep information only as long as reasonably necessary for the purpose, legal obligations and claims. Typical periods are: unsuccessful enquiries and routine prospect records up to 24 months after last meaningful contact; customer contract, invoice and core transaction records generally six years after the relationship ends; support and operational records according to service need and the Agreement; marketing records until objection or withdrawal, retaining minimal suppression data where necessary. Security logs and backups follow proportionate cycles. A legal hold may extend a period.

9. Security

We use proportionate access controls, authentication, encryption in transit, supplier controls, incident procedures, retention controls and staff confidentiality. No internet service is completely secure.

10. Your rights

- Access personal information and receive a copy
- Correct inaccurate information
- Request erasure where applicable
- Restrict processing in applicable cases
- Object to legitimate-interest processing and direct marketing
- Receive portable data where the right applies
- Withdraw consent without affecting earlier lawful processing
- Ask for safeguards concerning qualifying automated decisions

We may need to verify identity. Rights are subject to statutory limits. A subject access search need only be reasonable and proportionate under current law.

11. Data-protection complaints procedure

You may complain using info@theprocesslabs.co.uk. Please describe the concern, relevant dates and preferred resolution. We will take reasonable steps to help you submit a complaint, acknowledge it within 30 days, investigate it appropriately and respond without undue delay. If dissatisfied, you may complain to the Information Commissioner's Office at <https://ico.org.uk/make-a-complaint/>.

12. Marketing

You can object to direct marketing at any time using the message unsubscribe method or info@theprocesslabs.co.uk. We may retain a minimal suppression record so we respect the request.

13. Cookies

Necessary cookies support operation and security. Non-essential analytics or marketing cookies are used only with consent where required. Current details and controls should be set out in the website Cookie Policy and consent tool.

14. Changes

We may update this Policy for legal, operational or service changes. Material changes will be highlighted appropriately. The effective date above shows the current version.