



Privacy Notice

Version Date: 022026

1. Introduction

NetLinq UK Ltd ("NetLinq", "we", "us", "our") is committed to protecting the privacy and security of personal data.

This Privacy Notice explains how we collect, use, store and protect personal data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

NetLinq UK Ltd acts as a data controller in respect of the personal data described in this notice.

ICO Registered.

2. Who We Are

NetLinq UK Ltd

Registered Address: Suite 2, The Point, Mayfield Rd, Ilkley LS29 8FL

Email: hello@netlinq.uk

If you have any questions regarding this Privacy Notice or how we handle personal data, please contact us using the details above.

3. The Personal Data We Collect

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

- Contact details (name, job title, business address, email address, telephone number)
- Account and billing information
- Payment information (where applicable)
- Call Detail Records (CDRs) and telecommunications usage data
- IP addresses and technical service data
- Support communications and service logs

- Correspondence relating to enquiries, quotations and contracts
- Website usage data (if applicable)

We do not intentionally collect special category personal data unless required for lawful and legitimate business purposes.

4. How We Use Personal Data and Lawful Basis

4.1 To Provide Services

Lawful basis: Contract

We process personal data to deliver telecommunications, connectivity and IT services, including provisioning, maintenance and support.

4.2 Account Management and Billing

Lawful basis: Contract and Legal Obligation

We process data to issue invoices, manage payments and comply with accounting requirements.

4.3 Regulatory Compliance

Lawful basis: Legal Obligation

We may process data to comply with telecommunications regulations, law enforcement requests or other statutory obligations.

4.4 Service Improvement

Lawful basis: Legitimate Interests

We may analyse service usage and performance data to improve reliability, security and service quality.

4.5 Marketing (Future Use)

Lawful basis: Consent or Legitimate Interests (where permitted)

If we introduce marketing communications in future, these will be sent in accordance with applicable law and you will have the right to opt out at any time.

5. Sharing of Personal Data

We may share personal data with:

- Telecommunications carriers and wholesale providers

- Infrastructure and technology suppliers
- IT and cloud service providers
- Professional advisers (legal, accounting, insurance)
- Regulators or law enforcement authorities where required

We require all third parties to respect the security of personal data and to process it in accordance with applicable law.

6. International Transfers

Some of our service providers may process personal data outside the United Kingdom.

Where personal data is transferred outside the UK, we ensure appropriate safeguards are in place, including the use of International Data Transfer Agreements (IDTAs) or other approved contractual safeguards.

7. Data Retention

We retain personal data only for as long as necessary for the purposes set out in this notice, including:

- Client account records: up to 6 years (for legal and tax purposes)
- Call detail records: typically up to 12 months unless required longer by regulation
- Support communications: up to 3 years
- Marketing data (where applicable): until consent is withdrawn

Retention periods may be extended where required by law or regulatory obligation.

8. Data Security

We implement appropriate technical and organisational measures to protect personal data against unauthorised access, alteration, disclosure or destruction.

Access to personal data is limited to individuals who have a legitimate business need to access it.

9. Your Rights

Under UK GDPR, individuals have the right to:

- Access personal data
- Request correction of inaccurate data
- Request erasure of personal data (where applicable)
- Request restriction of processing
- Object to processing
- Request data portability
- Withdraw consent (where processing is based on consent)

To exercise any of these rights, please contact us using the details above.

10. Complaints

If you believe your data has been handled improperly, you have the right to lodge a complaint with the Information Commissioner's Office (ICO):

Website: <https://www.ico.org.uk>

Telephone: 0303 123 1113

We would, however, appreciate the opportunity to address your concerns before you approach the ICO.

11. Changes to This Privacy Notice

We may update this Privacy Notice from time to time. The latest version will always be available on our website.