

# **GTW Software Limited customer privacy notice**

Last updated: 19<sup>th</sup> November 2025

This privacy notice is only for current, prospective, or past clients of GTW Software Limited.

This privacy notice outlines how GTW Software Limited (referred to as "we," "us," or "our") collects, uses, and protects personal data in compliance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

## **What information we collect, use, and why**

We may collect or use the following types of personal data about you:

- Contact Information: Name, email address, phone number.
- Business Information: Company name, job title, and professional details.
- Communication Data: Records of communication with us, including email correspondence.

We use your personal data for the following purposes:

- Service Delivery: To provide our consultancy services effectively and efficiently.
- Communication: To respond to enquiries, and send service-related communications.
- Improvement of Services: To gather feedback for improving our services.

## **Our lawful bases for the collection and use of your data**

We process your personal data based on one or more of the following legal bases:

- Consent – we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.

## **Where we get personal information**

Directly from you.

## How long we keep data

We will retain your personal data only for as long as necessary to fulfil the purposes for which it was collected, including for the purposes of satisfying any legal, accounting, or reporting requirements.

## Who we share data with

We may share your personal data with legal authorities if required by law or in the event of a legal obligation.

## Your Rights

You have the following rights under data protection laws:

- Your right of access – You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for.
- Your right to rectification – You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete.
- Your right to erasure – You have the right to ask us to delete your personal information.
- Your right to restriction of processing – You have the right to ask us to limit how we can use your personal information.
- Your right to object to processing – You have the right to object to the processing of your personal data.
- Your right to data portability – You have the right to ask that we transfer the personal information you gave us to another organisation, or to you.
- Your right to withdraw consent – When we use consent as our lawful basis you have the right to withdraw your consent at any time.

If you make a request, we must respond to you without undue delay and in any event within one month.

To make a data protection rights request, please contact us at [contact@gtwsoftware.com](mailto:contact@gtwsoftware.com).

## How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us at [contact@gtwsoftware.com](mailto:contact@gtwsoftware.com).

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

## **Changes to this privacy notice**

We may update this privacy notice from time to time. Any changes will be posted on our website, and you are encouraged to review it periodically.