



PRIVACY POLICY

Date
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SIMPLEX SERVICES PVT. LTD.

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Introduction

Simplex Services is committed to preserve personal data and privacy of our customers, contacts, and website visitors and to meet our data protection obligations.

For the purposes of the General Data Protection Regulation (“**GDPR**”) and UK data protection laws, the controller is **Simplex Services (UK) Ltd (“The Company”)**, located at **35, Sussex Innovation Centre, Science Park Square, Falmer, Brighton BN1 9SB**.

This document outlines how we process personal data for website visitors, customers, and prospective customers of **The Company**.

How We Collect Your Personal Data

We collect personal data in the following ways:

- **Directly from you**, when you supply a **work request, brief, or purchase order**, make inquiries on our website, or interact with The Company (e.g., providing feedback or requesting service details).
- **Automatically through our website**, including cookies (see “Cookies & Online Tracking” section below).

Types of Personal Data We Collect

We may collect the following types of personal data:

- **Contact & Communication Details**, including your email address, phone number, and postal address.
- **Financial Information**, including bank details (bank name, sort code, and account numbers) to process payments.
- **Names of individuals attending our training events.**
- **Website Usage Data**, including cookies and tracking information related to browsing behaviour.

Cookies & Online Tracking

We use cookies and similar technologies to enhance user experience and analyse website traffic. You can manage or disable cookies through browser settings.

How We Use Personal Data

We process personal data based on the following legal grounds:

- **Performance of a Contract** – To fulfil orders, provide services, and manage supplier/customer relationships.
- **Legitimate Interests** – To maintain records, improve services, and communicate company updates.
- **Consent** – Where applicable, for sending marketing communications and storing data in our customer management system.

Your Marketing Preferences

You control how we communicate with you. You can update preferences by contacting us:

- **Email:** info@simplex-services.com
- **Post:** Simplex Services (UK) Ltd, 35, Sussex Innovation Centre, Science Park Square, Falmer, Brighton BN1 9SB

Sharing Your Personal Data

We do **not** sell or share personal data, except in the following cases:

- **With employees**, strictly for administrative purposes.
- **Third-party service providers** (e.g., cloud storage, email platforms) to support business operations.

Data Retention Policy

We retain personal data only **as long as necessary**:

- **Customer Data** – Retained for **six years** after your last interaction (for accounting and tax purposes).

Your Rights Under GDPR

You have the right to:

- **Access your personal data** (Data Subject Access Request).
- **Request corrections** to incomplete or inaccurate information.
- **Request deletion** of your data, where applicable.

Contact Us

For any inquiries or complaints, contact:

- **Email:** ciso@simplex-services.com
- **Post:** Simplex Services (UK) Ltd, 35, Sussex Innovation Centre, Science Park Square, Falmer, Brighton BN1 9SB
- You may also contact the [Information Commissioner's Office](#) regarding data protection concerns.