



# Privacy Notice

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# Privacy Notice

## How Dolphin Stairlifts South-West Ltd Handles Your Personal Information

Prepared by Bytes Computers Limited · Version 1.0 · April 2026 ·

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This privacy notice explains how Dolphin Stairlifts South West Ltd. (supported by Bytes Computers Limited as data processor) collects, uses, and protects your personal information when you engage with us for IT support and managed services.

## 1 Who We Are

Detail	Information
Organisation	Dolphin Stairlift South-West Ltd
ICO registration	ZA344832
Address	22 Marsh Road, Lords Meadow, Crediton, EX17 1EU
Email	info@dolphindevon.co.uk
Phone	01363 776486

## 2 What Personal Information We Collect

### 2.1 Information you provide to us

- Names and job titles of contacts at your organisation
- Business email addresses and telephone numbers
- Business postal address
- Account and system access information needed to deliver IT support

### 2.2 Information we collect in the course of providing services

- Technical data about your systems, devices, and software
- Log data from security monitoring tools
- Incident and support ticket records

We do not collect personal data about your customers or end users unless this is necessary and agreed in writing as part of a specific service.

### 3 How We Use Your Information

Purpose	Lawful basis	Detail
<b>Delivering IT support and managed services</b>	Contract	Processing is necessary to perform the services you have engaged us to provide.
<b>Account management and billing</b>	Contract	Maintaining records of services provided and invoicing.
<b>Security monitoring and incident response</b>	Legitimate interests	Protecting your systems and data is a core part of the service. Our interest in doing so does not override your rights.
<b>Legal and regulatory compliance</b>	Legal obligation	We are required to keep certain records and respond to lawful requests from authorities.
<b>Service improvement</b>	Legitimate interests	Understanding how our services are used helps us improve them. We ensure this does not outweigh your privacy interests.
<b>Other Business Activities</b>	Legitimate interests / Contract	Marketing: Sending news and service updates. HR: Processing job applications and staff records. Admin: General corporate record-keeping and insurance.

### 4 How Long We Keep Your Information

Data type	Retention period
<b>Contact and account information</b>	12 months after end of contract
<b>Financial and billing records</b>	6 years after end of contract (Companies Act)
<b>Security and incident logs</b>	12 months
<b>Support tickets and correspondence</b>	12 months after resolution

### 5 Who We Share Your Information With

We do not sell your personal information. We may share it with:

- Microsoft - as the provider of Microsoft 365 for Emails and file storage.
- Bytes Computers Limited - IT Service Provider.
- Re-Flow - Job management software.
- Legal or regulatory authorities - where required by law.

All third-party suppliers are subject to data processing agreements and are assessed before engagement.

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## 6 Your Rights

Under UK GDPR you have the following rights:

Right	What it means
<b>Right of access</b>	You can request a copy of the personal information we hold about you.
<b>Right to rectification</b>	You can ask us to correct inaccurate or incomplete information.
<b>Right to erasure</b>	You can ask us to delete your information in certain circumstances.
<b>Right to restriction</b>	You can ask us to limit how we use your information.
<b>Right to object</b>	You can object to processing based on legitimate interests.
<b>Right to portability</b>	You can ask us to transfer your information to another provider.

To exercise any of these rights, contact us using the details in Section 1. We will respond within one month.

## 7 How to Complain

If you are unhappy with how we have handled your personal information, please contact us in the first instance. If you remain dissatisfied, you have the right to complain to the Information Commissioner's Office:

- Website: [ico.org.uk/make-a-complaint](https://ico.org.uk/make-a-complaint)
- Telephone: 0303 123 1113
- Post: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

## 8 Changes to This Notice

We review this privacy notice annually and update it when our practices change. The current version is always available on request. This version was last updated June 2026.