Privacy notice

How we use personal data when you visit this website, contact us or do business with us.

> **Owner:** the Director **Last reviewed:** November 2026
>
> **Review cycle:** at least annually

This notice covers the company website, enquiries and our business relationships with clients, suppliers, associates and partners. Our software products and apps have their own privacy notices, listed on the Our software page, and the apps and services privacy policy also applies to them.

Who we are

Komos Solutions Ltd ("the Company", "we", "us") is the controller of the personal data described in this notice. We are a private limited company registered in England and Wales, company number 09084109. Our registered office is Chadbrook House, Westmead Drive, Newbury, Berkshire, RG14 7DJ, United Kingdom.

The Director is responsible for data protection. Contact: hello@komossolutions.com.

Personal data we collect

When you use the contact form or email us

Your name, organisation, email address, phone number (if you give it), the content of your message, and any information you choose to include. When you submit the contact form, our server also briefly processes your IP address to protect the form against abuse.

When you visit the website

Like most websites, our web server records technical information in access logs, such as your IP address, the date and time of your request, the page requested and your browser type. We do not use analytics or tracking cookies. Some of our older product pages load fonts from Google Fonts, which means your browser sends your IP address to Google when you view them. See our cookie policy.

When we do business with you

Business contact details of people at our clients, prospective clients, suppliers, associates and partners, and records of our correspondence, contracts, invoices and payments. This includes information supplied during procurement and tender processes.

How we use it and our lawful basis

Purpose	Lawful basis under UK GDPR
Replying to enquiries and discussing your requirements	Legitimate interests (responding to people who contact us), or steps before entering into a contract
Delivering services and managing contracts	Contract, or legitimate interests where the contract is with your organisation
Responding to tenders and procurement processes	Legitimate interests (taking part in procurement)
Accounting, tax and other legal obligations	Legal obligation
Keeping the website and contact form secure, including preventing spam and abuse	Legitimate interests (security of our services)

We do not sell personal data, use it for automated decision-making or send marketing emails without your consent.

Who we share it with

We share personal data only where necessary, with:

- our service providers, including our website hosting provider and our email provider, who act on our instructions
- Google, only to the extent that your browser downloads Google Fonts on some older product pages
- associates and partners working with us on your project, under written confidentiality and data protection obligations
- our professional advisers, such as accountants, insurers and legal advisers
- public authorities, such as HMRC, where the law requires it

International transfers

Some of our service providers may process data outside the UK. Where they do, we make sure appropriate safeguards are in place, such as UK adequacy regulations or the International Data

Transfer Agreement or Addendum.

How long we keep it

- **Enquiries** that do not lead to work: kept for as long as needed to deal with the enquiry and any follow-up, then deleted.
- **Client and supplier records**: kept for the length of the relationship and then for as long as needed for legal, tax and insurance purposes (for accounting records, normally six years after the end of the financial year they relate to).
- **Contact form IP addresses**: held only in the memory of the form service, for rate limiting, and discarded automatically within an hour. They are not stored with your message.
- **Web server access logs**: kept for a limited period for security and troubleshooting, then deleted.

Your rights

Under UK GDPR you have the right to access your personal data, and to ask us to correct it, erase it, restrict its use, object to its use, or transfer it. To make a request, email hello@komossolutions.com. We will respond within one month.

Complaints

If you have a concern about how we use your personal data, please contact us first. You also have the right to complain to the Information Commissioner's Office (ICO): ico.org.uk/make-a-complaint, telephone 0303 123 1113.

Changes to this notice

We review this notice at least annually and will publish any changes on this page.