

## **Privacy Notice**

This privacy notice explains how DiliDue Ltd (“we”, “us”, “our”) collects and uses personal data when you visit our website or use our platform and services.

### **1. Who we are**

DiliDue Ltd is a company incorporated in Scotland and is the data controller for personal data processed under this notice.

#### **Contact details:**

Email: [privacy@dilidue.co.uk](mailto:privacy@dilidue.co.uk)

### **2. Personal data we collect**

#### **a) Website use**

When you visit our website, we may process limited technical information, including:

- IP address
- Browser and device information
- Date, time, and pages accessed

This information is collected through standard server logs and security measures and is not used to identify you directly.

We do not use tracking or marketing cookies unless explicitly stated elsewhere on the website.

#### **b) Enquiries and communications**

If you contact us (for example by email or through an enquiry form), we may collect:

- Name
- Email address
- Organisation
- Any information you choose to include in your message

#### **c) Platform users and customer accounts**

Where organisations use our platform, we may process:

- Names and professional contact details
- Organisational affiliation
- Account credentials and access information
- Information submitted through the platform in the course of using our services

The platform is intended for professional use only and not for personal or consumer purposes.

### **3. How we use personal data**

We use personal data for the following purposes:

- Operating, maintaining, and securing our website and platform

- Managing customer and user accounts
- Providing and improving our services
- Responding to enquiries and communications
- Meeting legal, regulatory, and contractual obligations

We do not sell personal data.

#### **4. Lawful bases for processing**

Under UK data protection law, we rely on the following lawful bases:

- **Legitimate interests**  
For operating and securing our website, responding to enquiries, and managing business communications.
- **Contract**  
Where processing is necessary to provide access to our platform and deliver services to customers.
- **Legal obligation**  
Where we are required to retain or disclose information to comply with the law.
- **Consent**  
Only where we explicitly ask for it (for example, optional communications). Where consent is used, it can be withdrawn at any time.

#### **5. Data sharing and processors**

We may share personal data with trusted service providers who support our operations, such as:

- Website and cloud hosting providers
- Email and communications services
- IT security and infrastructure providers

These providers process personal data only on our instructions and are subject to appropriate contractual safeguards.

#### **6. International transfers**

We do not routinely transfer personal data outside the UK.

Where any international transfers occur, appropriate safeguards will be in place in accordance with UK data protection law.

#### **7. Data security**

We use appropriate technical and organisational measures to protect personal data, including access controls, secure infrastructure, and encryption where appropriate.

#### **8. How long we keep personal data**

We retain personal data only for as long as necessary for the purposes for which it was collected, including:

- The duration of a customer relationship
- The time needed to respond to enquiries
- Any period required by law or for legitimate business purposes

Personal data is securely deleted or anonymised when no longer required.

## **9. Your data protection rights**

You have rights under UK data protection law, including:

- The right of access
- The right to rectification
- The right to erasure
- The right to restrict processing
- The right to object
- The right to data portability
- The right to withdraw consent (where consent is used)

To exercise any of these rights, please contact us at **[privacy@dilidue.co.uk](mailto:privacy@dilidue.co.uk)**.

We will respond without undue delay and in any event within one month.

## **10. Complaints**

If you have concerns about how we use your personal data, please contact us using the details above.

You also have the right to complain to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection.

## **11. Updates to this notice**

We may update this privacy notice from time to time. Any changes will be posted on this page.

**Last updated:** 8 January 2026