

Privacy Policy

Last updated: 22/04/2026

1. Introduction

Welcome to **Phoenix Network Communications Limited** (“we,” “our,” or “us”). We are committed to protecting your personal data and respecting your privacy in accordance with the **UK General Data Protection Regulation (UK GDPR)** and the **Data Protection Act 2018**.

This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website [www.phoenixnetworks.co.uk] or use our services.

2. Information We Collect

We may collect and process the following categories of personal data:

a. Identity and Contact Data

- Full name
- Company name (if applicable)
- Email address
- Telephone number
- Postal address

b. Technical Data

- IP address
- Browser type and version
- Device type
- Operating system

c. Usage Data

- Information about how you use our website and services
- Pages visited and time spent

d. Communications Data

- Messages you send to us via contact forms, email, or phone

e. Cookies and Tracking Technologies

We use cookies to distinguish you from other users and improve your experience. You can manage cookies through your browser settings.

3. How We Use Your Information

Phoenix Network Communications Limited uses your personal data to:

- Provide, operate, and maintain our website and services
- Respond to enquiries and provide customer support
- Manage business relationships
- Improve website performance and user experience
- Send service-related communications
- Comply with legal and regulatory obligations

We will only use your personal data where the law allows us to.

4. Legal Bases for Processing

Under UK GDPR, we rely on the following legal bases:

- **Consent** – where you have given clear permission
 - **Contract** – where processing is necessary to perform a contract
 - **Legal obligation** – to comply with the law
 - **Legitimate interests** – for business operations, provided your rights do not override these interests
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5. Sharing Your Information

We may share your personal data with:

- IT service providers and website hosting providers
- Professional advisers (e.g., legal, accounting)
- Regulatory authorities when required

We do **not** sell your personal data to third parties.

6. International Transfers

If we transfer your data outside the United Kingdom, we ensure appropriate safeguards are in place, such as:

- UK-approved standard contractual clauses
 - Transfers to countries deemed to provide adequate protection
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7. Data Retention

We retain personal data only for as long as necessary to fulfil the purposes we collected it for, including legal, accounting, or reporting requirements.

8. Data Security

We implement appropriate security measures to prevent your personal data from being accidentally lost, accessed, altered, or disclosed without authorisation.

9. Your Legal Rights

Under UK data protection law, you have rights including:

- The right to access your personal data
- The right to correct inaccurate data
- The right to request erasure
- The right to restrict processing
- The right to data portability
- The right to object to processing

You also have the right to lodge a complaint with the **Information Commissioner's Office (ICO)**.

10. Third-Party Links

Our website may include links to third-party websites. We are not responsible for their privacy policies or practices.

11. Children's Privacy

Our services are not intended for children under 16, and we do not knowingly collect personal data from children.

12. Changes to This Privacy Policy

We may update this Privacy Policy periodically. Any changes will be posted on this page with an updated revision date.

13. Contact Details

If you have any questions about this Privacy Policy or how we handle your data, please contact:

Phoenix Network Communications Limited

Phoenix House, Condor Road, Quarry Hill Industrial Estate, Ilkeston, Derbyshire, DE7 4RE

Email: sales@phoenixnetworks.co.uk