



Privacy Policy

Effective Date: 09/09/2025

WorkTech Global Limited (trading as “WorkTech”, referred to as “we,” “us,” or “our”) is committed to protecting your privacy. This Privacy Policy explains how we collect, use, and safeguard your personal information when you use our **WorkTech** (“App”) and our **installation services** (“Services”).

By using the App or booking installation services, you agree to the practices described in this Privacy Policy.

1. Information We Collect

From Merchants

- Business name, contact name, email address, and phone number.
- BigCommerce store details (store ID, store name, and related identifiers).
- User ID and Sub-Category ID(s) assigned by WorkTech.

From End Users

- Name, email address, and phone number.
- Billing and delivery addresses.
- Product(s) purchased and installation booking details.
- Preferred appointment date and time.
- Access information (e.g., property entry instructions).

Automatically Collected Data

- Log files, IP addresses, device type, and browser type when using the App.
- App performance, error reports, and usage statistics.

2. How We Use Information

We use collected information to:

- Enable Merchants to offer installation options through their BigCommerce store.
- Process End User installation requests and manage bookings.
- Communicate with Merchants and End Users about appointments, updates, or issues.
- Assign installers and schedule installation services.
- Improve the App and Services through monitoring and troubleshooting.
- Comply with legal obligations (e.g., tax, regulatory reporting).

3. Legal Basis for Processing

We process personal data under the following lawful bases:

- **Contract** – To deliver the installation services you have requested.
- **Consent** – Where you have agreed to receive marketing communications.
- **Legitimate Interests** – For App functionality, service improvements, and fraud prevention.
- **Legal Obligation** – To comply with applicable laws and regulations.

4. Sharing of Information

We only share personal information as necessary to provide our Services:

- With our employees, contractors, and authorised installers who perform installation.
- With Merchants, to confirm bookings and fulfil customer orders.
- With service providers (e.g., IT hosting, payment processing) under data protection agreements.
- If required by law, court order, or government authority.
- We do **not** sell or rent personal data to third parties.

5. Data Retention

- Merchant account data is retained for as long as the App is installed and active.
- End User installation data is retained for up to 6 years (in line with legal and accounting requirements).
- Data may be anonymised and retained for analytics purposes.

6. Data Security

We implement appropriate technical and organisational measures to protect data, including encryption, secure servers, and restricted access. However, no system is completely secure, and we cannot guarantee absolute protection.

7. International Transfers

If personal data is transferred outside the UK/EEA, we ensure appropriate safeguards are in place (such as Standard Contractual Clauses or equivalent legal mechanisms).

8. Your Rights (UK GDPR)

You have the right to:

- Access the personal data we hold about you.
- Request correction of inaccurate or incomplete data.
- Request deletion of your data where it is no longer needed.
- Object to or restrict certain processing activities.
- Request a copy of your data in portable format.
- Withdraw consent to marketing communications at any time.

To exercise your rights, contact us at: info@work-tech.co.uk

9. Cookies

The App may use cookies or similar technologies to:

- Authenticate users.
- Track performance and usage analytics.
- Improve user experience.

You can control cookie preferences through your browser settings.

10. Children's Privacy

Our App and Services are not directed at children under 16. We do not knowingly collect personal information from children.

11. Changes to this Policy

We may update this Privacy Policy from time to time. Updates will be posted with a revised "Effective Date." Continued use of the App or Services after changes constitutes acceptance of the updated Policy.

12. Contact Us

If you have questions about this Privacy Policy or how your data is handled, contact us:

WorkTech Global Limited

www.work-tech.info

info@work-tech.co.uk

+44 (0) 20 8123 1297

21 Cranedown, Lewes, BN7 3NA, United Kingdom

If you are not satisfied with our response, you have the right to lodge a complaint with the Information Commissioner's Office (ICO), UK regulator for data protection: <https://ico.org.uk>