IOMART

Privacy Policy

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Introduction

This privacy policy sets out how the iomart Group uses and protects your personal data.

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1. Important information and who we are

Privacy Policy

This privacy policy gives you information about how iomart group plc collects and uses your personal data through your use of this website, when you contact us or when you purchase a product or service.

This website is not intended for children, and we do not knowingly collect data relating to children.

Controller

The iomart Group (Group) is made up of different legal entities. This privacy policy is issued on behalf of the Group so when we mention "iomart", "we", "us" or "our" in this privacy policy, we are referring to the relevant company in the Group responsible for processing your data.

We have appointed a data protection officer (DPO) who is responsible for overseeing questions in relation to this privacy policy. If you have any questions about this privacy policy, including any requests to exercise your legal rights (paragraph 9), please contact using the information set out in the contact details section (paragraph 10).

2. The types of personal data we collect about you

Personal data means any information about an individual from which that person can be identified.

We may collect, use, store and transfer different kinds of personal data about you which we have grouped together as follows:

- **Identity Data:** Includes first name, last name, any previous names, username or similar identifier, marital status, title, date of birth and gender, national insurance number, images and recordings of you, car registration number, dietary requirements.
- **Contact Data:** Includes billing address, delivery address, email address and telephone numbers.

- **Financial Data:** Includes bank account and payment card details.
- **Transaction Data:** Includes details about payments to and from you and other details of products and services you have purchased from us.
- **Technical Data:** Includes internet protocol (IP) address, your login data, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform, device ID and other technology on the devices you use to access this website.
- **Profile Data:** Includes your job title, employer name, username and password, purchases or orders made by you, your interests, preferences, feedback and survey responses.
- **Biometric Data:** Finger prints.
- **Usage Data:** Includes information about how you interact with and use our website, products and services, information about your visit, including the full Uniform Resource Locators (URL) clickstream to, through and from our website (including date and time), pages you looked at, or searched for, and the products and services you have viewed, ordered or searched including, page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), and methods used to browse away from the page and any phone number used to call us.
- **Marketing and Communications Data:** Includes your preferences in receiving marketing from us and our third parties and your communication preferences.
- **Employment Data:** Information about your education, qualification, employment and job history.
- **Shareholder Data:** National insurance details, level of shareholding.

We may also collect personal data in connection with establishing and managing business relationships, including supplier onboarding, due diligence, contract management and ongoing relationship management.

We also collect, use and share aggregated data such as statistical or demographic data which is not personal data as it does not directly (or indirectly) reveal your identity. For example, we may aggregate individuals' Usage Data to calculate the percentage of users accessing a specific website feature in order to analyse general trends in how users are interacting with our website to help improve the website and our service offering.

3. How is your personal data collected?

We use different methods to collect data from and about you including through:

- **Your interactions with us:** You may give us your personal data by filling in online forms or by corresponding with us by post, phone, email or otherwise. This includes personal data you provide or we collect when you:
    - Purchase or use our products or services, including creating or using an account on our control panel and contacting our service desk;
    - Subscribe to our service or publications, including downloading a white paper or brochure from our website or marketing communications;
    - Visit our website;
    - Report a problem with our website;
    - Visit our offices or data centres (including being recorded on CCTV at these sites);

- When you provide information requested by us to verify your identity;
- Request marketing to be sent to you;
- Sign up to or attend an event;
- Enter a competition, promotion or survey;
- When sending us your CV when applying for a job (or when an agency sends us your CV when applying for a job on your behalf); or
- Give us feedback or contact us.
- As part of establishing and managing a business relationship with us, including during onboarding, due diligence, contract negotiations and ongoing service delivery;

- **Automated technologies or interactions:** As you interact with our website, we will automatically collect Technical Data about your equipment, browsing actions and patterns. We collect this personal data by using cookies, server logs and other similar technologies. We may also receive Technical Data about you if you visit other websites employing our cookies. Please see our Cookie Policy for further details.
- **Third parties or publicly available sources:** We may receive personal data about you from various third parties and public sources as set out below:
  - Technical Data is collected from analytics providers such as Google based outside the UK, advertising networks such as Google based inside and outside the UK, and search information providers such as Google based inside and outside the UK.

- Contact, Financial and Transaction Data is collected from providers of technical, payment and delivery services.
- Identity and Contact Data is collected from data brokers or aggregators.
- Identity and Contact Data collected from publicly available sources such as Companies House and the Electoral Register based inside the UK.
- Identity, contact and other relevant data from credit reference agencies, fraud prevention agencies and publicly available registers where necessary to support our business relationships;

- **Your employer or colleagues:** To register you on our control panel and to receive our service and products.

4. How we use your personal data

Legal basis

The law requires us to have a legal basis for collecting and using your personal data. We rely on one or more of the following legal bases:

- **Performance of a contract with you:** Where we need to perform the contract we are about to enter into or have entered into with you.
- **Legitimate interests:** We may use your personal data where it is necessary to conduct our business and pursue our legitimate interests, for example to prevent fraud and enable us to give you the best and most secure customer experience. We make sure we consider and balance any potential impact on you and your rights (both positive and negative) before we process your personal data for our legitimate interests. We do not use your personal data for activities where our interests are overridden by the impact on you

(unless we have your consent or are otherwise required or permitted to by law).

- **Legal obligation:** We may use your personal data where it is necessary for compliance with a legal obligation that we are subject to. We will identify the relevant legal obligation when we rely on this legal basis.
- **Consent:** We rely on consent only where we have obtained your active agreement to use your personal data for a specified purpose, for example if you subscribe to an email newsletter.

Purposes for which we will use your personal data

We will use your personal data for various purposes and only in accordance with this privacy policy. We will use your personal data for the following purposes:

- To register you as a new customer
- To process and deliver your order including:
    - Liaise with you regarding the implementation and ongoing provision of our services and products;
    - Manage payments, fees and charges;
    - Collect and recover money owed to us and
    - Register you on our control panel;
- To manage our relationship with you which will include:
    - Notifying you about changes to our terms and conditions or privacy policy
    - Dealing with your requests, complaints and queries
- To enable you to visit our offices and data centres and to keep them and our employees safe and secure;

- To administer and protect our business and this website (including troubleshooting, data analysis, testing, system maintenance, support, reporting and hosting of data)
- To deliver relevant website content and online advertisements to you and measure or understand the effectiveness of the advertising we serve to you
- To use data analytics to improve our website, products/services, customer relationships and experiences and to measure the effectiveness of our communications and marketing
- To send you relevant marketing communications and make personalised suggestions and recommendations to you about goods or services that may be of interest to you based on your Profile Data
- To carry out market research through your voluntary participation in surveys
- To enable you to participate in an event, prize draw, competition or complete a survey
- To consider your CV including to process your application for a role
- To establish, manage and maintain our relationships with suppliers and other business partners, including onboarding, due diligence, contract management, performance monitoring and related business operations;
- To assess risk, carry out due diligence and comply with legal, regulatory and internal policy requirements;

Direct marketing

You will receive marketing communications from us if you have requested information from us or purchased goods or services from us and you have opted to receiving the marketing.

We may also analyse your Identity, Contact, Technical, Usage and Profile Data to form a view which products, services and offers may be of interest to you so that we can then send you relevant marketing communications.

Third-party marketing

We will get your express consent before we share your personal data with any third party for their own direct marketing purposes.

Opting out of marketing

You can ask to stop sending you marketing communications at any time by following the opt-out links within any marketing communication sent to you.

If you opt out of receiving marketing communications, you will still receive service-related communications that are essential for administrative or customer service purposes for example relating to scheduled maintenance, changes to your billing, changes from third party suppliers.

Cookies

For more information about the cookies we use and how to change your cookie preferences, please see our Cookie Policy.

5. Disclosures of your personal data

We may share your personal data where necessary with the parties set out below for the purposes set out in the section "Purposes for which we will use your personal data" above.

- **Internal Third Parties:** The companies in the iomart Group including those in India and the USA;
- **External Third Parties:** Including:
    - **(i)** Service providers acting as processors based in the United Kingdom, Europe, Thailand, USA and India who provide IT

services to us for our own internal business purposes and to our customers, as our sub-contractors;

- **(ii)** Professional advisers acting as processors or joint controllers including lawyers, bankers, auditors and insurers based in the United Kingdom who provide consultancy, banking, legal, insurance and accounting services;
- **(iii)** HM Revenue & Customs, regulators and other authorities acting as processors or joint controllers based in the United Kingdom who require reporting of processing activities in certain circumstances;
- **(iv)** Market research agencies, recruitment companies and fraud prevention agencies.
- **(v)** Providers of business systems and services that support our operations, including supplier management, procurement, finance and contract management;

- Third parties to whom we may choose to sell, transfer or merge parts of our business or our assets. Alternatively, we may seek to acquire other businesses or merge with them. If a change happens to our business, then the new owners may use your personal data in the same way as set out in this privacy policy.

We require all third parties to respect the security of your personal data and to treat it in accordance with the law. We do not allow our third-party service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions.

6. International transfers

We share your personal data within the iomart Group. This will involve transferring your data outside the UK to our overseas offices in India.

Whenever we transfer your personal data out of the UK to countries which have laws that do not provide the same level of data protection as the UK law, we always ensure that a similar degree of protection is afforded to it by ensuring that the following safeguards are implemented:

We use specific standard contractual terms approved for use in the UK which give the transferred personal data the same protection as it has in the UK, namely the International Data Transfer Agreement. To obtain a copy of these contractual safeguards, please contact us.

We may transfer your personal data to service providers that carry out certain functions on our behalf. This may involve transferring personal data outside the UK to countries which have laws that do not provide the same level of data protection as the UK law. Whenever we transfer your personal data out of the UK to service providers, we ensure a similar degree of protection is afforded to it by ensuring that the following safeguards are in place:

- We will only transfer your personal data to countries that have been deemed by the UK to provide an adequate level of protection for personal data, namely the EEA; or
- We may use specific standard contractual terms approved for use in the UK which give the transferred personal data the same protection as it has in the UK, namely the International Data Transfer Agreement or the International Data Transfer Addendum to the European Commission's standard contractual clauses for international data transfers.

7. Data security

We maintain strict security measures in order to protect personal information. These measures include technical and procedural steps to protect your data from misuse, unauthorised access or disclosure, loss, alteration or destruction. Credit card information is transmitted using

secure socket layer (SSL) encryption. Credit card information is stored, managed and maintained in line with Payment Card Industry Data Security Standard 4.0.1.

Where we have given you (or where you have chosen) a password which enables you to access certain parts of our site, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access. All information submitted to our site via a web browser is protected using HTTPS between the server and your endpoint device, for example your mobile telephone or computer.

8. Data retention

We will only retain your personal data for as long as reasonably necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, regulatory, tax, accounting or reporting requirements. We may retain your personal data for a longer period in the event of a complaint or if we reasonably believe there is a prospect of litigation in respect to our relationship with you.

To determine the appropriate retention period for personal data, we consider the amount, nature and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal, regulatory, tax, accounting or other requirements.

By law we have to keep basic information about our customers (including Contact, Identity, Financial and Transaction Data) for six years after they cease being customers for tax purposes. In some circumstances you can ask us to delete your data: see paragraph 9 below for further information. If we have received your CV from you or an agency, we will hold your details for 12 months after receipt.

In some circumstances we will anonymise your personal data (so that it can no longer be associated with you) for research or statistical purposes, in which case we may use this information indefinitely without further notice to you.

9. Your legal rights

You have a number of rights under data protection laws in relation to your personal data. You have the right to:

- **Request access** to your personal data (commonly known as a "subject access request"). This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it.
- **Request correction** of the personal data that we hold about you. This enables you to have any incomplete or inaccurate data we hold about you corrected, though we may need to verify the accuracy of the new data you provide to us.
- **Request erasure** of your personal data in certain circumstances. This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal data where you have successfully exercised your right to object to processing (see below), where we may have processed your information unlawfully or where we are required to erase your personal data to comply with local law. Note, however, that we may not always be able to comply

with your request of erasure for specific legal reasons which will be notified to you, if applicable, at the time of your request.

- **Object to processing** of your personal data where we are relying on a legitimate interest (or those of a third party) as the legal basis for that particular use of your data (including carrying out profiling based on our legitimate interests). In some cases, we may demonstrate that we have compelling legitimate grounds to process your information which override your right to object.
- You also have the **absolute right to object** any time to the processing of your personal data for direct marketing purposes (see OPTING OUT OF MARKETING in paragraph 4 for details of how to object to receiving direct marketing communications).
- **Request the transfer** of your personal data to you or to a third party. We will provide to you, or a third party you have chosen, your personal data in a structured, commonly used, machine-readable format. Note that this right only applies to automated information which you initially provided consent for us to use or where we used the information to perform a contract with you.
- **Request restriction of processing** of your personal data. This enables you to ask us to suspend the processing of your personal data in one of the following scenarios:
    - If you want us to establish the data's accuracy;
    - Where our use of the data is unlawful but you do not want us to erase it;
    - Where you need us to hold the data even if we no longer require it as you need it to establish, exercise or defend legal claims; or
    - You have objected to our use of your data but we need to verify whether we have overriding legitimate grounds to use it.

If you wish to exercise any of the rights set out above, please contact us see Contact details (paragraph 10).

No fee usually required

You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we could refuse to comply with your request in these circumstances.

What we may need from you

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

Time limit to respond

We try to respond to all legitimate requests within one month. Occasionally it could take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.

10. Contact details

If you have any questions about this privacy policy or about the use of your personal data or you want to exercise your privacy rights, please contact us in the following ways:

- **Email address**: dpo@iomart.com
- **Postal address**: 6 Atlantic Quay, 55 Roberson Street, Glasgow G2 8JD
- **Telephone number:** 0141 931 6400

11. Complaints

You have the right to make a complaint at any time to the Information Commission's Office (ICO), the UK regulator for data protection issues (www.ico.org.uk). We would, however, appreciate the chance to deal with your concerns before you approach the ICO so please contact us in the first instance.

12. Changes to the privacy policy and your duty to inform us of changes

We keep our privacy policy under regular review. This version was last updated on 04/11/2026. It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes during your relationship with us, for example a new address or email address.

13. Third-party links

This website may include links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy statements. When you leave our website, we encourage you to read the privacy policy of every website you visit.

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