



VTK
DIGITAL

Privacy

Policy



Introduction

VTK Digital (Trading name of VTK Investigations Limited) is committed to protecting and respecting your privacy. This Privacy Policy explains how we collect, use, and protect your personal data when you use our services or visit our website.

1. Information We Collect

Personal Data You Provide

We may collect and process the following personal data:

- Contact Information: Names, addresses, phone numbers, email addresses.
- Identification Data: Date of birth, passport number, national insurance number.
- Financial Information: Bank account details, credit/debit card details.
- Case-Related Information: Information relevant to the services we provide to you.

Data Collected Automatically

When you visit our website, we may collect:

- Technical Data: IP address, browser type, operating system, device type.
- Usage Data: Pages visited, time spent on the site, clickstream data.

Data Collected from Third Parties

We may also collect personal data from third parties, such as clients who provide us with information necessary to perform our services.

2. How We Use Your Information

We use the personal data we collect to:

- Provide and manage our services, including residential tracing, employment tracing, asset reporting, process serving, and site visits.
- Communicate with you regarding your inquiries and cases.
- Process payments and manage billing.
- Comply with legal obligations and cooperate with law enforcement.

3. Legal Basis for Processing

We process your personal data based on the following legal grounds:

- Performance of a Contract: Processing necessary for the performance of a contract with you.
- Legal Obligation: Processing necessary to comply with a legal obligation.
- Legitimate Interests: Processing necessary for our legitimate interests, provided these do not override your rights.

4. Data Sharing and Disclosure

We may share your personal data with:

- Service Providers: Third parties who assist us in providing services, including our online custom case management system.
- Legal Authorities: Law enforcement or regulatory bodies as required by law.
- Business Transfers: In the event of a merger, sale, or acquisition, your personal data may be transferred to the new entity.

5. Data Retention

We retain your personal data only as long as necessary to fulfill the purposes for which it was collected, or as required by law. Typically, data is retained for one month and then destroyed.

6. Data Security

We implement appropriate technical and organizational measures to protect your personal data against unauthorized access, alteration, disclosure, or destruction. This includes encryption, access controls, and secure storage in the cloud.

7. Your Rights

Under data protection laws, you have the following rights:

- Access: Request a copy of the personal data we hold about you.

- Rectification: Request correction of any inaccurate or incomplete data.
- Erasure: Request deletion of your personal data, under certain conditions.
- Restriction: Request restriction of processing your personal data.
- Data Portability: Request transfer of your data to another service provider.
- Objection: Object to the processing of your data for direct marketing or based on legitimate interests.

To exercise any of these rights, please contact us at:

VTK Digital

SO1, The Craggs Country Business Park, New Road, Cragg Vale, Hebden Bridge,
HX7 5TT

office@vtkinvestigations.co.uk

+443456465502

8. Cookies

We do not use cookies on our website.

9. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Any changes will be posted on this page, and where appropriate, notified to you by email. Changes will also be indicated via a banner on our website.

10. Contact Us

If you have any questions about this Privacy Policy or our data practices, please contact us at:

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11. International Data Transfers

We may transfer personal data outside the UK. In such cases, we ensure that the data is securely stored and transferred, and that clients are held under contract to ensure data protection in those jurisdictions.

12. Legal and Regulatory Compliance

We comply with the General Data Protection Regulation (GDPR) and other applicable data protection laws and regulations.

Cookie Policy

Introduction

This Cookie Policy explains how VTK Digital uses cookies and similar technologies on our website.

What Are Cookies?

Cookies are small text files placed on your device to store data that can be recalled by a web server in the domain that placed the cookie.

How We Use Cookies

We do not use cookies on our website.

Contact Us

For more information about our use of cookies, please contact us at:

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