

Stelline Digital Solutions – Privacy Policy

Last updated: March 2026

Stelline Digital Solutions (“we”, “us”, “our”) is committed to protecting your privacy and handling your personal data responsibly. This Privacy Policy explains what information we collect, how we use it, and the rights you have under the UK General Data Protection Regulation (UK GDPR).

1. Who We Are

Stelline Digital Solutions

Email: declan@stelline-digital-solutions.co.uk

Phone: **07368 245498**

We provide technology support, installation, consultancy, and disposal services for homes and businesses across the UK.

We act as the **Data Controller** for the personal data we collect.

What Personal Data We Collect

We only collect information we genuinely need to deliver our services. This may include:

Information you provide directly

- Name and contact details (email, phone number, address)
- Details about your enquiry or service request
- Payment information (processed securely via third-party providers)
- Any information you share during support sessions

Information collected during service delivery

- Device details (model, serial number, OS version)
- Network information (router model, Wi-Fi setup, signal data)
- CCTV or security system details (when providing installation/support)
- Data required for equipment disposal and GDPR-compliant data wiping

Website information

- Basic analytics (page views, browser type, device type)
- Cookies (only essential or those you consent to)

We **do not** collect unnecessary data, track you across the web, or sell your information.

How We Use Your Data

We use your personal data to:

- Respond to enquiries and provide quotes
- Deliver on-site or remote technical services
- Manage bookings and communicate with you
- Provide invoices, receipts, and service documentation
- Perform secure data wiping and disposal
- Improve our website and services
- Meet legal and regulatory obligations

We only process your data when we have a lawful basis, such as **contract**, **consent**, or **legitimate interest**.

Sharing Your Data

We only share your data when necessary, such as:

- **Payment processors** (for secure transactions)
- **Trusted subcontractors** assisting with service delivery
- **Recycling partners** for equipment disposal
- **Legal or regulatory bodies** if required by law

We never sell your data or share it for marketing purposes.
All partners are vetted to ensure GDPR compliance.

International Transfers

We store your data within the UK or EEA wherever possible.

If a service provider stores data outside the UK/EEA, we ensure appropriate safeguards are in place (e.g., Standard Contractual Clauses).

How We Protect Your Data

We take data security seriously. Measures include:

- Encrypted storage and secure communication
- Strict access controls
- GDPR-compliant data wiping for all disposal services
- Secure handling of devices during repair or installation
- Regular review of security practices

Data Retention

We keep your data only as long as necessary:

- Service records: up to 7 years (for legal and tax purposes)
- Contact details: while your enquiry or service relationship is active
- Device data: deleted immediately after service completion
- Disposal/wiping logs: retained for compliance and proof of erasure

You can request deletion at any time (see Section 9).

Marketing

We do not send marketing emails unless you explicitly opt in.
You can opt out at any time.

Your Rights Under UK GDPR

You have the right to:

- Access your personal data
- Correct inaccurate information
- Request deletion (“right to be forgotten”)
- Restrict or object to processing
- Request data portability
- Withdraw consent at any time
- Lodge a complaint with the ICO

To exercise any rights, email [**declan@stelline-digital-solutions.co.uk**](mailto:declan@stelline-digital-solutions.co.uk).

Cookies

Our website uses minimal cookies, primarily for:

- Essential site functionality
- Basic analytics (non-identifying)

You can manage cookies through your browser settings.