

Customer Privacy Notice

Last updated: 5 May 2026

This privacy notice explains what personal information GET-IT Solutions Ltd collects, why we collect it, how we use it, and your rights in relation to it. We are committed to handling your information with care, transparency, and in accordance with UK data protection law.

CONTACT DETAILS

To exercise your data protection rights or make any privacy-related enquiry, please contact us:

GET-IT Solutions Ltd
Email: privacy@get-it.uk
Website: get-it.uk
Company No: 16688566

WHAT INFORMATION WE COLLECT AND WHY

To provide and deliver our services

When you engage GET-IT Solutions Ltd for a cyber resilience assessment or consultancy service, we collect:

- ▶ Names and contact details of key individuals
- ▶ Organisation name, trading address, and website domain(s)
- ▶ Technical information about your digital infrastructure obtained through passive external reconnaissance
- ▶ Information about your current security posture provided by you during discovery or onboarding
- ▶ Email addresses identified through open-source breach intelligence databases as part of the assessment scope
- ▶ Correspondence and records of meetings, decisions, and instructions

To operate and manage client accounts

- ▶ Names and contact details
- ▶ Service and engagement history
- ▶ Account and billing information
- ▶ Technical metadata relating to ongoing monitoring or programme activity
- ▶ Security preferences and configuration information

For marketing and service communications

- ▶ Names and contact details
- ▶ Marketing preferences
- ▶ Website usage data and interaction information
- ▶ IP addresses

To comply with legal obligations

- ▶ Name and contact information
- ▶ Client account and engagement records
- ▶ Financial and billing records
- ▶ Any information required by law or regulatory authority

To handle queries, complaints, or claims

- ▶ Names and contact details
- ▶ Engagement and service history
- ▶ Relevant correspondence and records
- ▶ Financial transaction information where applicable

LAWFUL BASES FOR PROCESSING

Under UK data protection law, we must have a lawful basis for collecting and using your personal information. The lawful bases we rely on are as follows:

Contract

The majority of personal data we process is necessary to enter into or perform a contract with you. This covers delivery of assessments, reporting, onboarding, and ongoing programme management.

Legitimate Interests

We rely on legitimate interests in the following circumstances:

- ▶ Conducting passive external reconnaissance to identify publicly visible security vulnerabilities that could expose organisations to risk
- ▶ Maintaining and improving the accuracy of our Cyber Vitals scanning methodology using aggregated and anonymised technical data
- ▶ Sending proactive security updates and threat intelligence to clients and prospective clients where a genuine business interest exists
- ▶ Retaining engagement records to support professional accountability and evidence of work delivered

Where we rely on legitimate interests, we have considered the impact on your rights and are satisfied that our interests do not override them. You have the right to object to this processing — see your rights below.

Legal Obligation

We collect and retain certain information to comply with our legal obligations, including HMRC record-keeping requirements and any applicable regulatory duties.

Consent

Where we rely on consent — for example, for direct marketing communications — we will make this clear at the point of collection. You may withdraw consent at any time by contacting us at privacy@get-it.uk.

YOUR DATA PROTECTION RIGHTS

Your rights under UK GDPR are set out below. To make a request, please contact us at privacy@get-it.uk. We will respond without undue delay and in any event within one month.

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| Right of access | You may request copies of the personal information we hold about you, along with details of how and why we use it. |
| Right to rectification | You may ask us to correct or complete any personal information you believe is inaccurate or incomplete. |
| Right to erasure | You may ask us to delete your personal information in certain circumstances. |
| Right to restriction | You may ask us to limit how we use your personal information. |

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| Right to object | You may object to our processing of your personal data where we rely on legitimate interests as our lawful basis. |
| Right to data portability | You may ask us to transfer your personal information to another organisation or directly to you. |
| Right to withdraw consent | Where we rely on consent, you may withdraw it at any time without affecting the lawfulness of prior processing. |

Some rights are subject to exemptions. Where an exemption applies, we will explain this in our response. You can find further information on your rights on the ICO website at ico.org.uk.

WHERE WE GET PERSONAL INFORMATION FROM

- ▶ Directly from you, through engagement forms, onboarding calls, or correspondence
- ▶ Publicly available sources, including domain registries, DNS records, and open-source intelligence tools used in the course of passive external assessments
- ▶ Open-source breach intelligence databases, used to identify whether staff email addresses have appeared in known data breaches
- ▶ Our own website, through standard analytics and contact form submissions

DATA PROCESSORS AND THIRD PARTIES

Amazon Web Services (AWS)

We use Amazon Web Services EMEA SARL as our primary cloud infrastructure provider. AWS stores and processes technical audit metadata and client data on our behalf within the UK London region (eu-west-2). Data is encrypted at rest using AES-256 encryption. AWS acts strictly as a data processor and does not use your data for its own purposes.

Other parties we may share information with

- ▶ Professional or legal advisors, where necessary to protect our legal position
- ▶ Regulatory authorities, where required by law
- ▶ External auditors
- ▶ Organisations we are legally obliged to share personal information with

We do not sell personal data to third parties. We do not share client data with insurers, brokers, or any commercial partners without your explicit prior consent.

HOW LONG WE KEEP INFORMATION

| Category | Retention Period |
|-----------------------------------|---|
| Client and engagement records | 7 years from end of engagement (in line with the Limitation Act 1980) |
| Technical audit and scan metadata | 7 years from date of assessment |
| Financial and billing records | 7 years (HMRC requirement) |
| Correspondence and complaints | 7 years from date of resolution |
| Marketing and contact data | Until consent is withdrawn, opt-out received, or 2 years from last |

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| | engagement where no active client relationship exists |
| Website usage data and IP addresses | 12 months |

HOW TO COMPLAIN

If you have concerns about how we use your personal data, please contact us in the first instance at privacy@get-it.uk. We will aim to resolve your concern promptly.

If you remain unhappy after raising a complaint with us, you have the right to complain to the Information Commissioner's Office (ICO):

Information Commissioner's Office

Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

Helpline: 0303 123 1113

Website: ico.org.uk/make-a-complaint