

# Privacy Policy

**Effective Date:** 21 April 2026

**Business Name:** EvolveOne AI

**Website:** <https://evolveone.ai>

**Contact Email:** info@evolveone.ai

## 1. Introduction

EvolveOne AI (“we”, “our”, “us”) is committed to protecting and respecting your privacy.

This Privacy Policy explains how we collect, use, store and protect your personal data when you:

- Visit our website
- Submit an enquiry or complete a form
- Engage with our services

We process personal data in accordance with the **UK General Data Protection Regulation (UK GDPR)** and the **Data Protection Act 2018**.

## 2. Data Controller

For the purpose of data protection law, EvolveOne AI is the **data controller** responsible for your personal data.

Contact: info@evolveone.ai

## 3. Information We Collect

We may collect and process the following categories of personal data:

### 3.1 Information You Provide Directly

- Full name
- Email address
- Business name and type
- Contact details
- Information submitted via forms (e.g. service needs, challenges, booking methods, timelines)

### 3.2 Automatically Collected Data

- IP address
- Browser type and version
- Device type and operating system
- Website usage data (pages visited, time on site, interactions)

### 3.3 Communication Data

- Emails or messages sent to us
- Notes from consultations or onboarding discussions

## 4. How We Use Your Information

We use your personal data to:

- Respond to enquiries and assess suitability for our services
- Provide, manage and deliver our services
- Communicate with you regarding your enquiry or project
- Improve our website, systems and user experience
- Monitor and maintain website performance and security
- Comply with legal or regulatory obligations

We do **not sell, rent, or trade your personal data.**

## 5. Lawful Basis for Processing

We process personal data under the following lawful bases:

- **Consent** – when you submit a form or contact us
- **Legitimate Interests** – to operate and improve our business and services
- **Contractual Necessity** – where we are providing or preparing to provide services
- **Legal Obligation** – where required by law

## 6. Data Sharing and Third Parties

We may share your data with trusted third-party providers where necessary, including:

- Website hosting platforms
- Form and automation tools
- CRM and communication systems
- Analytics providers (e.g. traffic and performance tracking)

These providers only process your data on our instructions and are required to maintain appropriate security measures.

We do **not share your data for marketing by third parties.**

## 7. International Data Transfers

Some of our service providers may store or process data outside the UK.

Where this occurs, we ensure appropriate safeguards are in place, such as:

## EvolveOne Privacy Policy [Updated]

- UK adequacy regulations
- Standard Contractual Clauses (SCCs)
- Secure, reputable providers with compliant frameworks

### 8. Data Retention

We retain personal data only for as long as necessary:

- Enquiry data: up to 12 months
- Client data: duration of service + up to 6 years (for legal and accounting purposes)
- Communication records: as required for business or legal reasons

Data is securely deleted or anonymised when no longer required.

### 9. Your Rights

Under UK GDPR, you have the right to:

- Access your personal data
- Request correction of inaccurate data
- Request erasure (“right to be forgotten”)
- Restrict or object to processing
- Request data portability
- Withdraw consent at any time

To exercise your rights, contact: [info@evolveone.ai](mailto:info@evolveone.ai)

You also have the right to lodge a complaint with the **Information Commissioner’s Office (ICO)** if you believe your data has been mishandled.

### 10. Cookies and Tracking Technologies

We may use cookies and similar technologies to:

- Ensure website functionality
- Analyse usage and performance
- Improve user experience

You can manage or disable cookies through your browser settings.

Where required, we will request your consent before placing non-essential cookies.

### 11. Data Security

We implement appropriate technical and organisational measures to protect your data, including:

## EvolveOne Privacy Policy [Updated]

- Secure hosting environments
- Access controls and authentication
- Encryption where appropriate
- Regular system monitoring

While we take all reasonable steps, no method of transmission over the internet is completely secure.

### 12. Third-Party Links

Our website may contain links to third-party websites.

We are not responsible for the privacy practices or content of those websites.

### 13. Changes to This Policy

We may update this Privacy Policy from time to time.

Any changes will be posted on this page with an updated effective date.

### 14. Contact Information

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

**EvolveOne AI**

Email: [info@evolveone.ai](mailto:info@evolveone.ai)