



Privacy Policy

Refresh Technology Group Ltd

Website: www.refreshtechologygroup.co.uk

Last updated: 26 August 2026

1. Introduction

Refresh Technology Group Ltd ("Refresh Technology Group", "we", "us" or "our") respects your privacy and is committed to protecting your personal information.

This Privacy Policy explains how we collect, use, store and protect your personal information when you visit our website, contact us, request information, complete our Business Clarity Configurator, or use our services.

We aim to be clear and transparent about the information we collect and why we need it.

2. Who We Are

Refresh Technology Group Ltd is a technology consultancy and solutions provider helping businesses improve their connectivity, communications, security, cloud backup, smart technology and utilities.

For the purposes of UK data protection law, including the **UK General Data Protection Regulation (UK GDPR)** and the **Data Protection Act 2018**, Refresh Technology Group Ltd is the data controller for the personal information we collect and process.

Company: Refresh Technology Group Ltd

Website: www.refreshtechologygroup.co.uk

Email: info@refreshtechologygroup.co.uk

Registered office: 133 Stoneleigh Avenue, Enfield, London EN1 4HH

Company number: 17048167

3. Information We Collect

Depending on how you interact with us, we may collect the following information:

Information you provide to us

This may include:

- Your name
- Company or organisation name
- Job title or role
- Email address
- Telephone number
- Business address
- Information about your business
- Areas of technology you are interested in
- Information provided through our Business Clarity Configurator
- Information provided when requesting a Clarity Review
- Information provided when making an enquiry
- Information you provide when communicating with us

Information collected automatically

When you visit our website, certain technical information may be collected automatically, such as:

- IP address
- Browser type and version
- Device type
- Operating system
- Website pages visited
- Approximate location
- Date and time of visits
- How you interact with our website

This information may be collected through cookies and similar technologies. Please see our **Cookie Policy** for further information.

4. How We Use Your Information

We may use your personal information to:

- Respond to your enquiries
- Arrange and conduct Clarity Reviews
- Provide recommendations based on information you submit
- Deliver our products and services
- Manage our relationship with you
- Provide customer support
- Prepare quotations and proposals
- Communicate with you about our services
- Improve our website, services and customer experience
- Administer our Business Clarity Configurator
- Maintain records of enquiries and customer relationships
- Prevent fraud, misuse or security issues
- Meet our legal and regulatory obligations
- Send marketing communications where we have your permission or another lawful basis to do so

We will only use your personal information for purposes that are compatible with the reason it was originally collected, unless we are required or permitted by law to do otherwise.

5. Business Clarity Configurator

Our website may include a Business Clarity Configurator that asks you questions about your business, current technology setup and areas you would like to improve.

The information you provide may be used to:

- Understand your business requirements
- Identify potential areas for improvement
- Generate a personalised recommendation
- Contact you about your recommendation where you have provided appropriate consent or where another lawful basis applies
- Improve the configurator and our services

The recommendations provided by the configurator are intended as general business guidance and do not constitute a binding quotation, technical specification or guarantee of savings or performance.

6. Our Lawful Bases for Processing

Under UK data protection law, we must have a lawful basis for processing personal information.

Depending on the circumstances, we may rely on:

Consent

Where you have given us clear permission to process your information for a specific purpose, such as receiving marketing communications.

You can withdraw your consent at any time.

Contract

Where processing is necessary to enter into or perform a contract with you.

Legitimate Interests

Where processing is necessary for our legitimate business interests and those interests are not overridden by your rights and interests.

For example, this may include managing business enquiries, improving our services, maintaining business records and protecting our systems.

Legal Obligation

Where we are required to process information to comply with a legal or regulatory requirement.

7. Marketing Communications

If you choose to receive marketing communications from us, we may contact you by email, telephone or other appropriate business communication methods.

Marketing communications may include:

- Information about our services
- Business technology updates
- Offers and promotions
- Educational content
- News and updates from Refresh Technology Group

You can unsubscribe from marketing communications at any time.

Where required by law, we will obtain your consent before sending electronic marketing communications.

8. Sharing Your Information

We may share relevant personal information with trusted third parties where this is necessary to operate our business or provide services to you.

These may include:

- Technology suppliers
- Connectivity providers
- Communications providers
- Cloud service providers
- Security service providers
- IT and software providers
- Professional advisers
- Website and hosting providers
- CRM and business management platforms
- Payment service providers
- Delivery or installation partners

Where we use third-party service providers to process personal information on our behalf, we expect them to protect your information and process it only in accordance with our instructions and applicable data protection law.

We do not sell your personal information.

9. Third-Party Services and Suppliers

Some services recommended or provided by Refresh Technology Group may be delivered using third-party suppliers or technology partners.

Those suppliers may have their own privacy policies and terms governing how they process personal information.

Where appropriate, we will identify relevant suppliers and provide further information about how your information is handled.

10. International Transfers

Some of our technology providers or service providers may process personal information outside the United Kingdom.

Where personal information is transferred outside the UK, we will take appropriate steps to ensure that the transfer is lawful and that suitable safeguards are in place in accordance with applicable UK data protection legislation.

11. How We Protect Your Information

We take reasonable and appropriate technical and organisational measures to protect personal information against:

- Unauthorised access
- Accidental loss
- Destruction
- Misuse
- Alteration
- Unauthorised disclosure

However, no internet transmission or electronic storage system can be guaranteed to be completely secure.

12. How Long We Keep Your Information

We will only keep personal information for as long as reasonably necessary for the purposes for which it was collected.

The length of time we retain information will depend on:

- The nature of the information
- Why we collected it
- Whether we have an ongoing business relationship with you
- Legal, accounting or regulatory requirements
- Our legitimate business requirements

When information is no longer required, we will take reasonable steps to securely delete or anonymise it.

13. Your Data Protection Rights

Under UK data protection law, you may have the right to:

- Request access to the personal information we hold about you
- Request correction of inaccurate or incomplete information
- Request deletion of your personal information in certain circumstances
- Request restriction of processing in certain circumstances
- Object to certain processing
- Request the transfer of your information to another organisation where applicable
- Withdraw consent where processing is based on consent
- Object to direct marketing

These rights are subject to certain legal conditions and exemptions.

14. How to Exercise Your Rights

If you would like to exercise any of your data protection rights, please contact us using the details provided below.

Email: info@refreshtechgroup.co.uk

We may need to ask for additional information to confirm your identity before responding to your request.

We will normally respond to valid requests within one month, although this may be extended where permitted by law.

15. Cookies

Our website may use cookies and similar technologies to provide functionality, understand how visitors use our website and improve our services.

For more information, including details about the types of cookies we use and how you can manage them, please see our **Cookie Policy**.

16. Links to Other Websites

Our website may contain links to third-party websites.

We are not responsible for the privacy practices, security or content of

websites operated by third parties.

We recommend that you review the privacy policy of any third-party website you visit.

17. Children's Privacy

Our website and services are intended primarily for businesses and business users.

We do not knowingly collect personal information from children for marketing purposes.

18. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes to our business, services, technology or legal requirements.

The latest version will be published on our website with the relevant **“Last updated”** date.

We recommend checking this page periodically to ensure you are aware of any changes.

19. Complaints

If you have a concern about how we have handled your personal information, please contact us first so that we have the opportunity to investigate and resolve the matter.

Email: info@refreshtechologygroup.co.uk

You also have the right to complain to the UK's data protection regulator:

Information Commissioner's Office (ICO)

Website: ico.org.uk

The ICO provides information about data protection rights and how to make a complaint.

20. Contact Us

If you have any questions about this Privacy Policy or how we handle personal information, please contact us.

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Telephone: +44 (0) 7985 151 784

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Business Clarity. Better Technology. Better Business.