

GET-IT Solutions Ltd customer privacy notice

This privacy notice tells you what to expect us to do with your personal information.

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Contact details

Telephone

+447520636194

Email

admin@get-it.uk

What information we collect, use, and why

We collect or use the following information to **provide and improve**

products and services for clients:

- Names and contact details
- Addresses
- Occupation
- Date of birth
- Third party information (such as family members or other relevant parties)
- Payment details (including card or bank information for transfers and direct debits)
- Financial data (including income and expenditure)
- Transaction data (including details about payments to and from you and details of products and services you have purchased)
- Usage data (including information about how you interact with and use our website, products and services)
- Criminal records data (including driving or other convictions)
- Video recordings
- Audio recordings (eg calls)
- Records of meetings and decisions
- Account access information
- Website user information

We collect or use the following personal information for the **operation of client or customer accounts**:

- Names and contact details
- Addresses
- Purchase or service history
- Account information, including registration details
- Information used for security purposes
- Marketing preferences
- Technical data, including information about browser and operating systems

We collect or use the following personal information for the **prevention, detection, investigation or prosecution of crimes**:

- Names and contact information
- Client accounts and records
- Call recordings
- Financial information eg for fraud prevention or detection
- Location data

We collect or use the following personal information for **information updates or marketing purposes**:

- Names and contact details
- Addresses
- Profile information
- Marketing preferences
- Purchase or account history
- Website and app user journey information
- IP addresses

We collect or use the following personal information for **research or archiving purposes**:

- Names and contact details
- Addresses
- Purchase or client account history
- Website and app user journey information
- IP addresses

We collect or use the following personal information to **comply with legal requirements**:

- Name
- Contact information
- Identification documents
- Client account information
- Any other personal information required to comply with legal obligations

- Criminal offence data

We collect or use the following personal information for **dealing with queries, complaints or claims:**

- Names and contact details
- Addresses
- Payment details
- Account information
- Purchase or service history
- Video recordings of public areas
- Audio recordings of public areas
- Video recordings of private or staff only areas
- Audio recordings of private or staff only areas
- Call recordings
- Photographs
- Relevant information from previous investigations
- Customer or client accounts and records
- Financial transaction information
- Information relating to health and safety (including incident investigation details and reports and accident book records)
- Correspondence

Lawful bases and data protection rights

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. There is a list of possible **lawful bases** in the UK GDPR. You can find out more about lawful bases on the ICO’s website.

Which lawful basis we rely on may affect your data protection rights which are set out in brief below. You can find out more about your data protection rights and the exemptions which may apply on the ICO’s website:

- **Your right of access** - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for.

[Read more about the right of access.](#)

- **Your right to rectification** - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. [Read more about the right to rectification](#).
- **Your right to erasure** - You have the right to ask us to delete your personal information. [Read more about the right to erasure](#).
- **Your right to restriction of processing** - You have the right to ask us to limit how we can use your personal information. [Read more about the right to restriction of processing](#).
- **Your right to object to processing** - You have the right to object to the processing of your personal data. [Read more about the right to object to processing](#).
- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you. [Read more about the right to data portability](#).
- **Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent at any time. [Read more about the right to withdraw consent](#).

If you make a request, we must respond to you without undue delay and in any event within one month.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

Our lawful bases for the collection and use of your data

Our lawful bases for collecting or using personal information to **provide and improve products and services for clients** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.

- Legitimate interests – we're collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:
 - We have a legitimate interest in identifying and notifying organizations of critical technical vulnerabilities that could lead to data breaches or financial loss. This processing is necessary to provide proactive cyber-security insights and to facilitate the placement of appropriate insurance coverage. The benefit to the individual\organization (preventing cyber-crime) outweighs the minimal privacy impact of processing publicly available technical metadata and business contact details.
 - Processing is necessary for the legitimate interests of a third party, AC Ins Consultants Ltd, to fulfil their regulatory duties under the FCA\`s Consumer Duty. By sharing identified security gaps, we enable the third party to provide accurate risk advice and ensure the client is offered insurance products that meet their specific technical needs.

For more information on our use of legitimate interests as a lawful basis you can contact us using the contact details set out above.

Our lawful bases for collecting or using personal information for the **operation of client or customer accounts** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- Legitimate interests – we're collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:

- We have a legitimate interest in processing business contact and technical metadata to effectively manage client accounts, provide ongoing security monitoring, and ensure the seamless delivery of our consultancy services. This processing is necessary for administrative efficiency and to maintain a historical record of a client's security posture, which directly benefits the client by providing a longitudinal view of their risk improvements over time.
- It is in the legitimate interest of our partner, AC Ins Consultants Ltd, to receive updates regarding the operational status of client security accounts. This allows for the timely synchronization of insurance renewal dates with technical security milestones, ensuring that clients benefit from the most accurate risk-profiling and premium discounts available at the point of policy inception or renewal.

For more information on our use of legitimate interests as a lawful basis you can contact us using the contact details set out above.

Our lawful bases for collecting or using personal information **for the prevention, detection, investigation or prosecution of crimes** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- Legitimate interests – we're collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:
 - What are your lawful bases for collecting or using personal information for the prevention, detection, investigation or prosecution of crimes? Consent – we have permission from the person whose information we're collecting or using, after we gave them all the relevant information. Contract – we have to collect or use the information so we can enter into or carry out a contract.

Legal obligation – we have to collect or use the information so we can comply with the law. Legitimate interest – we’re collecting or using the information because it benefits the person, our organisation or someone else, without causing an undue risk of harm to anyone. Vital interests – collecting or using the information is needed when someone’s physical or mental health or wellbeing is at urgent or serious risk. This includes an urgent need for life sustaining food, water, clothing or shelter. Public task – we have to collect or use the information to carry out a task laid down in law, which the law intends to be performed by an organisation such as ours. Enter your legitimate interest for collecting or using personal information for the prevention, detection, investigation or prosecution of crimes. You need to explain why the processing of this specific personal information is both legitimate and necessary for you or a relevant third party. Include information about the benefits of collecting or using people’s information and why the benefits are greater than the possible risks or impact on people involved. Make sure you don’t unfairly put your needs above theirs. You have 4000 characters remaining. I want to add another legitimate interest

- It is in the legitimate interest of our partner, AC Ins Consultants Ltd, and their clients to receive forensic insights that indicate possible criminal acts or high-risk technical vulnerabilities. This disclosure is necessary for the third party to fulfill its regulatory obligations to protect customers from foreseeable harm and to ensure that insurance contracts are not rendered void due to undisclosed technical risks.

For more information on our use of legitimate interests as a lawful basis you can contact us using the contact details set out above.

Our lawful bases for collecting or using personal information for **information updates or marketing purposes** are:

- Consent – we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply,

except the right to erasure, the right to object and the right to data portability.

- Legitimate interests – we're collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:
 - We have a legitimate interest in processing business contact details and technical metadata to send proactive security updates, threat intelligence, and marketing communications regarding our cyber risk services. This processing is necessary to help organizations stay informed about emerging digital threats and to offer specialized services that enhance their insurability and resilience. The benefit to the recipient (increased security awareness and reduced risk of financial loss) is significant, while the privacy impact is minimal as we focus on professional B2B contacts and provide a clear, immediate right to opt-out of all future communications.
 - It is in the legitimate interest of our partner, AC Ins Consultants Ltd, to receive marketing leads where a technical security gap has been identified that requires insurance remediation. This disclosure is necessary for the third party to offer relevant insurance products that mitigate the specific risks discovered during our consultancy. This benefit ensures the client receives a holistic risk-management solution that combines technical fixing with financial protection.

For more information on our use of legitimate interests as a lawful basis you can contact us using the contact details set out above.

Our lawful bases for collecting or using personal information for **research or archiving purposes**:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.

- Legitimate interests – we're collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:
 - We have a legitimate interest in archiving historical technical audit data and security metadata to conduct long-term research into emerging cyber-threat patterns and to improve the accuracy of our risk-scoring models. This processing is necessary to enhance the quality of our consultancy advice and to develop more effective remediation strategies for our clients. The benefit to the client (more accurate risk prediction and tailored security advice) is significant, while the privacy impact is minimized through the use of pseudonymization and strict data-minimization techniques.
 - It is in the legitimate interest of our partner, AC Ins Consultants Ltd, to receive anonymized and aggregated research data regarding industry-specific security benchmarks. This allows the third party to better understand \'target market\' risks, fulfill their Product Governance duties under the FCA\'s Consumer Duty, and ensure that insurance products are priced accurately based on current, real-world technical data rather than outdated generalist assumptions.

For more information on our use of legitimate interests as a lawful basis you can contact us using the contact details set out above.

Our lawful bases for collecting or using personal information to **comply with legal requirements**:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- Legitimate interests – we're collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection

rights may apply, except the right to portability. Our legitimate interests are:

- We have a legitimate interest in processing business and technical data to ensure our consultancy operates in accordance with high standards of corporate governance and professional accountability. This processing is necessary to maintain accurate records for audit purposes, tax compliance, and to demonstrate our adherence to industry-standard security practices. The benefit to the client is a transparent and legally robust service provider, while the privacy impact is negligible as the data is used for non-intrusive administrative and legal record-keeping.
- It is in the legitimate interest of our partner, AC Insurance Ltd, for us to retain and process records that evidence the technical basis for their insurance recommendations. This is necessary for the third party to comply with the FCA's Consumer Duty and to defend against potential '\failure to advise' claims. By maintaining these records, we ensure that both the Principal and the client have access to a forensic trail of the risk-assessment process, supporting the long-term integrity of the insurance contract.

For more information on our use of legitimate interests as a lawful basis you can contact us using the contact details set out above.

Our lawful bases for collecting or using personal information for **dealing with queries, complaints or claims** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- Legitimate interests – we're collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:

- We have a legitimate interest in processing business contact details, correspondence, and technical audit records to investigate and respond to queries, complaints, or legal claims. This processing is necessary to protect our professional reputation, ensure the accuracy of our specialist advice, and facilitate the resolution of disputes in a fair and transparent manner. The benefit to both parties is the provision of a clear evidence trail for technical decisions, which outweighs the minimal privacy impact of retaining professional correspondence and audit data for the duration of statutory limitation periods.
- It is in the legitimate interest of our partner, AC Ins Consultants Ltd, to be informed of queries or complaints that relate to the technical risk assessments provided by GET-IT. This is necessary for the third party to manage its own regulatory risks under the FCA's oversight and to ensure that any issues affecting the validity of an insurance policy are addressed collectively. This joint approach ensures the client receives a consistent response and that professional standards are maintained across both the technical and insurance aspects of the relationship.

For more information on our use of legitimate interests as a lawful basis you can contact us using the contact details set out above.

Where we get personal information from

- Directly from you
- Publicly available sources
- Providers of marketing lists and other personal information
- Suppliers and service providers
- Third parties:
 - We receive personal information and business metadata from our commercial partner, AC Ins Consultants Ltd. As an Appointed Representative (AR), we process this data to identify technical security gaps and provide specialist cyber-risk assessments. This data typically includes business contact details and existing policy information, which is shared with us to facilitate the provision of integrated cyber-security and insurance remediation services.
 - We utilize Amazon Web Services (AWS) as a primary data processor for the storage and analysis of technical audit metadata. AWS provides the hardened infrastructure (utilizing AES-256 encryption) required to securely process large-scale technical datasets. No personal data is used by the service provider for their

own purposes; they act strictly as a technical facilitator for our secure audit environment.

How long we keep information

[Paste your retention schedule here.]

For more information on how long we store your personal information or the criteria we use to determine this please contact us using the details provided above.

[You said you had a retention schedule, but it wasn't available online. You can paste it above - you must not publish the privacy notice without information about how long you store personal information.]

Who we share information with

Data processors

Amazon Web Services (AWS) EMEA SARL – (Category: Cloud Infrastructure and Data Storage Provider). Location: UK Region (London, eu-west-2). Industry: Information Technology \/ Cloud Computing.

This data processor does the following activities for us: AWS provides the hardened cloud infrastructure and serverless environment used to host our proprietary cyber-security audit tools. They securely store technical metadata, business contact information, and forensic audit records. All data is stored using enterprise-grade AES-256 encryption at rest, which we manage within the UK London region to ensure data residency compliance.

Others we share personal information with

- Insurance companies, brokers or other intermediaries
- Professional or legal advisors
- Regulatory authorities
- External auditors
- Organisations we're legally obliged to share personal information with
- Publicly on our website, social media or other marketing and information media
- Suppliers and service providers
- Professional consultants
- Third parties:
 - AC Ins Consultants Ltd

How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

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