



# Privacy Policy

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Effective date: 01 April 2026 · Last reviewed: March 2027

## 1. Who We Are

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TitanResolve Limited ("**TitanResolve**", "**we**", "**us**", "**our**") is a company incorporated in England and Wales (Company No. 16513836), with its registered office at 128 City Road, London, EC1V 2NX. We design, develop, and deliver modular software platforms including WorkspaceAbove.

We are the data controller for personal data collected through this website (titanresolve.com). You can contact us at [info@titanresolve.com](mailto:info@titanresolve.com).

## 2. What Data We Collect

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### 2.1 Data you provide

When you submit our contact form we collect:

- Full name
- Email address
- Subject and reason for contact
- The content of your message

### 2.2 Data collected automatically

When you visit our website, we automatically collect:

- IP address (used to determine approximate geographic location)
- Browser and device information (user agent string)
- Pages visited and referring URL
- Date and time of visit

### 2.3 Cookies

Our website uses only essential session cookies required for Django's security features (CSRF protection). We do not use analytics, advertising, or tracking cookies. See our Cookies Notice for full details.

## 3. How We Use Your Data

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- To respond to your enquiry — we use your name, email, and message content to respond to messages submitted through the contact form.
- To identify potential business leads — enquiries submitted as "Consultation" or "Partnership" are flagged internally as marketing-qualified leads.
- To send you a confirmation email — we send an automatic acknowledgement to the email address you provide when you submit the contact form.
- To monitor and improve our website — we analyse visit logs (IP, pages, device type) to understand how our site is used and to detect and prevent abuse.
- To maintain security — IP addresses are used to enforce rate limits on form submissions and to identify potentially malicious activity.



## 4. Legal Basis for Processing (UK GDPR)

We rely on the following legal bases under UK GDPR Article 6:

- Legitimate interests (Art. 6(1)(f)) — for processing contact form submissions to respond to enquiries, logging site visits for security and analytics, and identifying potential business opportunities.
- Legal obligation (Art. 6(1)(c)) — where we are required by law to retain certain records.

## 5. Data Retention

We retain data for the following periods:

Data Type	Retention Period
Contact form submissions	3 years from date of submission
Site visit logs	12 months from date of visit
Email correspondence	3 years from last contact

## 6. Data Sharing

We do not sell, rent, or trade your personal data. We may share data with:

- Our email service providers — Namecheap Private Email (mail.privateemail.com) for internal notifications, and Postmark (postmarkapp.com) for automated responses to form submissions — process email content on our behalf for the purpose of email delivery. Both act as data processors on our behalf and are bound by appropriate data processing agreements.
- Competent authorities — if required to do so by law, court order, or to protect the rights, property, or safety of TitanResolve or others.

## 7. International Transfers

Our primary data storage and processing takes place within the United Kingdom and the European Economic Area. Where any data is transferred outside these areas, we ensure appropriate safeguards are in place in accordance with UK GDPR requirements.

## 8. Your Rights

Under UK GDPR you have the right to:

- Access — request a copy of the personal data we hold about you
- Rectification — ask us to correct inaccurate or incomplete data
- Erasure — ask us to delete your personal data in certain circumstances
- Restriction — ask us to restrict how we process your data
- Portability — receive your data in a structured, machine-readable format
- Objection — object to processing based on legitimate interests
- Withdrawal of consent — where processing is based on consent, withdraw it at any time



# TITANRESOLVE

YOUR CHALLENGES. OUR CANVAS

To exercise any of these rights, contact us at [info@titanresolve.com](mailto:info@titanresolve.com). We will respond within one calendar month. If you are unsatisfied, you may lodge a complaint with the Information Commissioner's Office (ICO) at [ico.org.uk](http://ico.org.uk).

## 9. Security

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We implement appropriate technical and organisational measures to protect your personal data against unauthorised access, alteration, disclosure, or destruction. These include encrypted HTTPS connections, server-side rate limiting, and access controls on our databases.

## 10. Changes to This Policy

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We may update this Privacy Policy from time to time. The current version will always be available on our website. Material changes will be noted with a revised effective date at the top of this document.

## 11. Contact Us

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For any privacy-related questions or to exercise your rights:

- Email: [info@titanresolve.com](mailto:info@titanresolve.com)
- Post: TitanResolve Limited, 128 City Road, London, EC1V 2NX