

# Privacy Compliance Policy

**Effective Date: 10 December, 2025**

This Privacy Compliance Policy describes how it.com Domains LTD ("we", "us", "our") collects, uses, stores, and protects your personal data. It applies to all individuals who interact with our organisation, whether through our websites, products, services, or other communication channels. Our organisation operates primarily within the United Kingdom (UK) and the European Union (EU) but may process personal data worldwide.

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## 1. Who We Are

it.com Domains LTD is committed to safeguarding your privacy and ensuring that your personal data is protected. We act as a Data Controller when determining the purposes and means of processing personal data.

### Contact Details:

- **Registered Address:** 20 Hammersmith Broadway, London, United Kingdom, W6 7AB
- **Email:** [to@it.com](mailto:to@it.com)
- **Phone:** + 44 7392 000000

- **Data Protection Officer:**

Josh Box

Cognisys Group

Email: [josh.box@cognisys.group](mailto:josh.box@cognisys.group)

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## 2. Data We Collect

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

### 2.1 Information You Provide

- Contact information (name, email address, phone number)
- Account details (username, password)
- Billing and payment information

- Communications and customer support interactions
- Any data voluntarily submitted to us

## 2.2 Information Collected Automatically

- IP address and device information
- Browser type and operating system
- Usage data and analytics
- Cookies and similar tracking technologies

## 2.3 Information from Third Parties

- Identity verification services
  - Payment processors
  - Business partners and service providers
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# 3. How We Use Your Personal Data

We use your personal data for the following purposes:

- To provide and manage our services
  - To process payments and fulfil contractual obligations
  - To communicate with you regarding updates, support, and inquiries
  - To improve and optimise our website, services, and user experience
  - To comply with legal and regulatory obligations
  - For marketing purposes (with your consent where required)
  - To ensure security, prevent fraud, and enforce our terms
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# 4. Legal Bases for Processing (UK GDPR & EU GDPR)

We rely on one or more of the following legal bases:

- **Consent**
  - **Performance of a contract**
  - **Compliance with a legal obligation**
  - **Legitimate interests**, such as improving services or preventing fraud
  - **Vital interests** (rare circumstances)
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## 5. Sharing Your Personal Data

We may share personal data with:

- Service providers and vendors
- Payment processors
- Professional advisers (lawyers, accountants)
- Regulatory authorities where required
- Third parties in connection with business transfers (e.g., mergers)

We require all third parties to respect your privacy and to process your data lawfully and securely.

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## 6. International Data Transfers

Because we may operate globally, your personal data may be transferred outside the UK or EU. In such cases, we ensure protections such as:

- Adequacy decisions for countries with equivalent data protection laws
- Standard Contractual Clauses (SCCs) approved by the EU or UK
- Binding corporate rules for internal group transfers
- Other appropriate safeguards in line with GDPR requirements

Transfers are carried out only when necessary and with adequate security measures in place.

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## 7. Data Retention

We retain personal data only as long as necessary to fulfil the purposes outlined in this Privacy Compliance Policy, including:

- Legal, accounting, or reporting obligations
- Contractual requirements

When data is no longer required, we securely delete or anonymise it.

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## 8. Your Data Protection Rights

Under the UK GDPR and EU GDPR, you have the right to:

- Access your personal data

- Correct inaccuracies
- Request deletion ("right to be forgotten")
- Restrict processing
- Object to processing
- Data portability
- Withdraw consent at any time

To exercise your rights, please contact us using the details above.

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## 9. Cookies & Tracking Technologies

### 9.1 What Are Cookies?

Cookies are small text files stored on your device by your browser. They help websites recognise your device and store your preferences.

### 9.2 Types of Cookies We Use

- **Essential Cookies:** Necessary for basic website functionality.
- **Performance Cookies:** Collect anonymised information about how you use our website to improve user experience.
- **Functional Cookies:** Remember preferences and settings.
- **Advertising/Targeting Cookies:** Track your activity to provide relevant advertising and measure ad performance.

### 9.3 Managing Cookies

You can control and manage cookies via your browser settings or through our cookie consent banner. Please note that disabling certain cookies may affect website functionality.

### 9.4 Third-Party Cookies

We may allow trusted third-party services to place cookies to help us analyse traffic, provide marketing, or integrate services. These third parties are subject to their own privacy policies.

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## 10. Security Measures

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

- Encryption
- Access controls
- Secure servers

- Regular audits and monitoring

However, no system is completely secure, and we cannot guarantee absolute security.

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## 11. Children's Privacy

We do not knowingly collect data from children under the age required by law in the relevant jurisdiction. If we learn we have collected such data, we will delete it promptly.

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## 12. Changes to This Privacy Compliance Policy

We may update this Privacy Compliance Policy from time to time. The updated version will include a revised "Last updated" date.

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## 13. Contact Us

If you have questions or concerns about this Privacy Compliance Policy or your personal data, please contact us at:

**IT.com**

- **Email:** [to@it.com](mailto:to@it.com)
- **Address:** 20 Hammersmith Broadway, London, United Kingdom, W6 7AB