

Privacy Notice

Document Reference	AVworx_PrivacyNotice_v4	Version	4.0
Issue Date	February 2026	Review Date	February 2027
Policy Owner	Information Security Manager	Approved By	Managing Director
Applicable Law	UK GDPR Data Protection Act 2018 PECR 2003		

1.0 Introduction

AVworx Limited (“AVworx”, “we”, “us”, “our”) is committed to protecting your personal data and respecting your privacy. This Privacy Notice explains how we collect, use, store, and share personal data, and sets out your rights under the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

If you have any questions about this Notice, please contact us at admin@avworx.co.uk or by telephone on 0330 122 4680.

2.0 Who We Are

AVworx Limited is the data controller for personal data collected directly via our website and business activities, including enquiries, contact forms, and supplier or partner communications.

In certain circumstances, AVworx may also act as a data processor where personal data is processed on behalf of clients in accordance with contractual obligations and documented instructions. Where AVworx acts as a data processor, appropriate contractual and security measures are in place to ensure compliance with UK GDPR.

Data Controller contact details:

- Email: admin@avworx.co.uk
- Telephone: 0330 122 4680

The Information Security Manager fulfils the data protection oversight function. To contact them: admin@avworx.co.uk | 0330 122 4680.

3.0 What Personal Data We Collect

AVworx collects limited personal data only where necessary for the purposes described in this Notice. We do not collect or process client operational data or end-user data as part of our AV and VC services.

The personal data we may collect includes:

- Name, business name, and job title
- Business email address and telephone number

- Correspondence and enquiry content
- IP addresses and basic technical information collected automatically when you visit our website

For employees and contractors, we also process HR-related data including right-to-work documentation, payroll information, and DBS check results where required by law.

4.0 Lawful Basis for Processing

We process personal data in accordance with UK GDPR. The lawful basis we rely on depends on the context:

Activity	Lawful Basis
Client and supplier contact data	Contract / Legitimate interests
Responding to enquiries	Legitimate interests / Pre-contractual steps
Employment records	Legal obligation / Contract
Payroll and right-to-work	Legal obligation
DBS checks	Legal obligation
Security logging and monitoring	Legitimate interests
Website cookies (where consent required)	Consent (withdrawable at any time)

5.0 How We Use Personal Data

Personal data is used for the following purposes:

- Delivering and supporting our AV and VC services
- Responding to enquiries and managing business relationships
- Fulfilling legal and regulatory obligations
- HR and employment management
- Information security monitoring
- Maintaining and improving our website

6.0 Disclosure to Third Parties

We may share personal data with trusted third-party service providers where necessary to deliver our services or meet legal obligations. All such parties are required to handle personal data securely and in accordance with UK GDPR. We do not sell personal data to any third party.

We may also disclose personal data where required by law, court order, or to protect the vital interests of individuals.

In the event of a business acquisition or merger, personal data may be disclosed to the successor organisation as part of that process.

7.0 International Transfers

Where personal data is transferred outside the United Kingdom, AVworx ensures appropriate safeguards are in place in accordance with UK GDPR Chapter V, including adequacy regulations or UK International Data Transfer Agreements (IDTAs) as applicable.

8.0 Data Retention

We retain personal data only for as long as is necessary for the purpose for which it was collected, or as required by law. Retention periods are defined in our internal Retention Schedule. When personal data is no longer needed, it is securely deleted or destroyed.

9.0 Your Rights

Under UK GDPR, you have the following rights in relation to your personal data:

Right	What it means
Right of Access	Request a copy of the personal data we hold about you.
Right to Rectification	Request correction of inaccurate or incomplete personal data.
Right to Erasure	Request deletion of your personal data in certain circumstances.
Right to Restrict Processing	Request that we limit how we use your personal data.
Right to Data Portability	Request your personal data in a machine-readable format (e.g. CSV).
Right to Object	Object to processing based on legitimate interests or for direct marketing.
Automated Decision-Making	AVworx does not use solely automated decision-making that produces significant effects.

To exercise any of these rights, please contact us at admin@avworx.co.uk. We will respond within one calendar month. We may ask you to verify your identity before acting on your request.

If you are unhappy with how we have handled your personal data, you have the right to lodge a complaint with the Information Commissioner's Office (ICO) at www.ico.org.uk or by calling 0303 123 1113.

10.0 Security

AVworx implements appropriate technical and organisational measures to protect personal data against unauthorised access, loss, alteration, or disclosure. These measures are reviewed regularly as part of our Information Security Management System (ISMS), certified to ISO/IEC 27001:2022.

11.0 Cookies

This website uses cookies and similar technologies in accordance with applicable data protection and privacy laws. Where required, cookies are used only with your consent, which may be managed through the website cookie settings. You can control or withdraw cookie consent at any time via your browser or cookie preference settings.

12.0 Changes to This Notice

We may update this Privacy Notice from time to time. The current version is always available on our website. Where changes are significant, we will take steps to notify affected individuals.

13.0 Revision History

Version	Date	Author	Summary of Changes
1	Jan 2024	Operations	Approved by ISMS Manager.
2	Nov 2024	Operations	Updated formatting and logo. Approved by ISMS Manager.
3	Dec 2025	Operations	Replaced PII/NPI terminology with 'personal data' (UK GDPR term) throughout; added lawful basis table; added individual rights table
4	Feb 2026	Information Security Manager	Updated third-party disclosure wording to remove broad 'reserve the right' language; updated DPO section to clarify ISM fulfils oversight function; updated international transfers to reference UK IDTA; added ISO 27001:2022 certification reference in security section; reformatted to AVworx policy template with logo. All original policy content retained.