

# Client Privacy Policy

Verba Intellect Ltd (“we”, “our”, “Service Provider”) is committed to protecting your personal data and complying with UK data protection law, including the UK GDPR and Data Protection Act 2018. This Privacy Policy explains how we collect, use, store, and share your personal data when providing virtual assistant services.

This policy applies once a formal client relationship exists. Website visitors and prospective clients are covered by our Website Privacy Policy until a service agreement is entered into.

## 1. Data Controller

The data controller responsible for your personal data is:

Verba Intellect Ltd

Registered Address: 1 Royal Avenue, Scarborough, YO11 2LS, UK

Company Number: 16830760

ICO Registration Number: ZC041622

Email: hello@verbaintellect.co.uk

Tel.: +44 1723 256236

## 2. Personal Data We Collect

We may collect and process the following personal data:

- Contact details (name, email, phone number, company information)
- Billing and payment information
- Communication records and service requests
- Any other information provided by you for the purpose of delivering our services

## 3. Purpose and Legal Basis for Processing

We process personal data for the following purposes:

- To provide virtual assistant services and manage engagements
- To invoice and collect payments
- To comply with legal and regulatory obligations
- To respond to inquiries, complaints, or service requests

The legal basis for processing is:

- Performance of a contract with you
- Compliance with a legal obligation
- Legitimate business interests (e.g., managing client relationships)

## 4. Data Sharing and Disclosure

We may share your personal data:

- With the virtual assistant assigned to your account, strictly for the purpose of providing services
- With service providers assisting with invoicing, payments, or technical support

- Where required by law or to protect our legal rights

## **5. Data Retention**

We will retain your personal data only for as long as necessary to fulfil the purposes for which it was collected, including statutory, regulatory, and contractual obligations, in accordance with UK GDPR and the Data Protection Act 2018.

## **6. Your Rights**

Under UK GDPR, you have the right to:

- Access your personal data
- Request correction of inaccurate data
- Request deletion of your personal data (where legally permissible)
- Restrict processing in certain circumstances
- Object to processing
- Request data portability
- Lodge a complaint with the Information Commissioner's Office (ICO)

## **7. Data Security**

We implement appropriate technical and organisational measures to protect personal data from unauthorised access, disclosure, alteration, or destruction.

## **8. Contact**

For questions, requests, or complaints regarding your personal data, please contact:

Verba Intellect Ltd

Email: [hello@verbaintellect.co.uk](mailto:hello@verbaintellect.co.uk)

## **9. Updates to This Privacy Policy**

We may update this Privacy Policy from time to time. Any updates will be posted on our website.

## **10. Acknowledgement**

By providing your information to Verba Intellect Ltd, including through consultation requests, contact forms, or other communications, you acknowledge that you have read and understood this Privacy Policy and consent to the collection and processing of your data as described herein.