

Privacy Policy

SygmaCloud | Last updated September 2026

Simple, sensible use of your information.

We only collect and use personal information where it is reasonably needed to respond to enquiries, quote for work, build or support websites and apps, and run SygmaCloud properly. We do not sell personal data.

WHAT WE COLLECT

Depending on how you deal with us, this may include:

- your name, email address, telephone number and business details;
- your current website, project brief, preferences, files, content and other information you choose to send us;
- information needed to set up, build, host, maintain or support your website, app or related digital services; and
- basic technical, security or service logs where needed to operate and protect our systems.

HOW WE USE IT

We use personal information only for sensible business purposes, including:

- replying to enquiries and discussing what you need;
- preparing quotations, agreeing scope and managing projects;
- building, hosting, supporting and maintaining websites or apps; and
- billing, administration, security, fraud prevention and meeting legal obligations.

CONTACT FORMS & MARKETING

Information sent through our website form is used to deal with your enquiry and any resulting project. We do not automatically add contact-form details to a marketing list. If we ever want to send separate marketing, we will only do so where there is an appropriate lawful basis and, where required, your consent.

LAWFUL BASIS

We normally rely on steps taken at your request before entering into a contract, performance of a contract, our legitimate interests in responding to enquiries and running a secure business, and legal obligations. Where consent is the appropriate basis, you can withdraw it at any time.

WEBSITE & APP PROJECTS

Projects sometimes require us to handle personal information supplied by you - for example contact details, staff information or content needed for a website, portal or app. We use that information only as needed to deliver the agreed work and in line with your instructions and agreed terms. Please avoid sending special-category or highly sensitive information unless it is genuinely necessary and agreed with us.

WHO WE SHARE DATA WITH

We may use trusted service providers where needed to deliver our services - for example website hosting, Netlify form processing, email, domain, payment, cloud or technical providers. They only receive information reasonably needed for their role. We may also disclose information where required by law. We do not sell personal information.

STORAGE, TRANSFERS & SECURITY

We take reasonable technical and organisational steps to keep information secure and limit access to those who need it. Some technology providers may process data outside the UK; where this happens we use providers and arrangements intended to provide appropriate safeguards.

HOW LONG WE KEEP IT

We keep information only for as long as reasonably needed for the purpose it was collected, to manage an ongoing client relationship, or to meet legal, accounting, contractual or security requirements. Enquiry data that does not lead to work will be removed when it is no longer reasonably useful.

COOKIES

At present, the SygmaCloud website does not intentionally use non-essential tracking or advertising cookies. If that changes, we will update our information and use consent controls where required.

YOUR RIGHTS

Depending on the circumstances, you may have rights to access, correct, erase, restrict or object to the use of your personal information, and to data portability. You can contact us through sygma.cloud. You also have the right to complain to the UK Information Commissioner's Office (ICO) if you are unhappy with how your information is handled.

Questions or privacy requests?

Contact us through sygma.cloud. We may update this policy if our services or legal requirements change.