

Volteric Limited – Privacy Policy

Version 2.0 – Effective 26th February 2026

1. Introduction

1.1 This Privacy Policy explains how Volteric Limited ('Volteric', 'we', 'us', or 'our') collects, uses, and protects personal data relating to our customers and visitors ('you', 'your', or 'user').

1.2 Volteric Limited is committed to processing personal data lawfully, fairly, and transparently, in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

1.3 This Policy should be read together with our Terms of Service and any additional terms relevant to the products or services you use.

2. Data Controller

2.1 The data controller responsible for your personal data is Volteric Limited.

2.2 Relevant Information

Legal Entity: Volteric Limited

Company Number: 16812414

Registered Office: Unit 29 Highcroft Industrial Estate, Enterprise Road, Horndean, PO8 0BT

2.3 Volteric Limited is registered with the Information Commissioner's Office (ICO) under registration number ZC097664.

2.4 You may contact the data controller for privacy-related matters at: dataprotection@volteric.com

3. Information we Collect

3.1 We collect information that you provide to us directly, information generated through your use of our services, and limited information from third-party partners.

3.2 The personal data we collect may include:

(a) Account registration data: name, company name (if applicable), email address, telephone number, and postal address.

(b) Communications data: information provided when contacting us, including your name, contact details, support PIN and the content of your enquiry.

(c) Payment data: data processed by approved third-party payment processors, which currently include National Westminster Bank plc (NatWest), Stripe Payments UK Limited, PayPal (Europe) S.a r.l. et Cie, S.C.A. and Wise Payments Limited. These processors may collect your name, company name (if applicable), billing address, email address, and limited financial details to process your payment. Volteric Limited does not store or have access to your full card or bank-account details.

(d) Technical and usage data: IP address, device type, operating system, browser information, referral URL, access times, and activity logs.

(e) Service data: performance metrics and resource utilisation to maintain service stability and prevent abuse.

4. Cookies and Tracking Technologies

4.1 Volteric Limited uses cookies and similar technologies to operate and improve our website and customer portal.

4.2 Cookies may store limited information identifying your session or preferences. You may disable non-essential cookies in your browser settings.

4.3 Where legally required, we will obtain your consent before placing non-essential cookies on your device.

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5. How We Use Your Information

5.1 We process personal data to:

- (a) create and manage your account and services;
- (b) process and verify payments;
- (c) provide customer support and communicate service updates;
- (d) ensure the security and integrity of our systems;
- (e) analyse and improve our services; and
- (f) comply with legal or regulatory obligations.

6. Lawful Bases for Processing

6.1 We rely on one or more of the following lawful bases:

- (a) Contract: processing required to perform our contractual obligations.
- (b) Legal obligation: processing necessary to comply with UK law.
- (c) Legitimate interests: for example, fraud prevention and service optimisation, provided such interests do not override your rights.
- (d) Consent: where you have provided explicit consent for a specific purpose, which you may withdraw at any time.

7. Data Sharing and Disclosure

7.1 We do not sell or rent your personal data.

7.2 We may share limited data only where necessary:

- (a) Legal compliance: to meet legal obligations or lawful requests.
- (b) Fraud prevention: to confirm identities or prevent abuse.
- (c) Service providers: with trusted third parties that support our operations, such as payment processors and network providers.
- (d) Business transfers: in the event of a merger or acquisition, provided safeguards are maintained.
- (e) With consent: where you have explicitly agreed to data sharing.

7.3 All third-party processors are bound by written agreements requiring them to handle data securely and in accordance with the UK GDPR.

8. International Data Transfers

8.1 Some of our service providers operate outside the United Kingdom or European Economic Area.

8.2 Where data is transferred internationally (for example, to Cloudflare, Inc.), Volteric Limited ensures that appropriate safeguards are in place, such as UK-approved Standard Contractual Clauses or equivalent legal mechanisms.

9. Data Retention

9.1 We retain personal data only as long as necessary for the purposes described in this Policy or as required by law.

9.2 Specifically:

- (a) Service and account data are retained while your account remains active.
- (b) If your account has no active services or invoices for three (3) months, personal data may be anonymised or deleted, except where retention is required for legal or operational purposes.

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(c) Billing and financial records are retained for up to seven (7) years to comply with UK tax regulations.

10. Data Security

10.1 Volterric Limited implements appropriate technical and organisational measures to safeguard personal data against loss, misuse, or unauthorised access.

10.2 While no system is completely secure, we maintain encryption, access controls, firewalls, and regular security audits.

10.3 Personal data may be stored on infrastructure operated by Volterric Limited and trusted third-party providers. All such providers are subject to appropriate security, contractual, and data protection safeguards.

11. Your Data Protection Rights

11.1 Under the UK GDPR, you have the right to:

- (a) request a copy of your personal data;
- (b) request correction of inaccurate information;
- (c) request deletion ('right to be forgotten') where applicable;
- (d) restrict or object to processing in certain circumstances;
- (e) request transfer of your data to another provider; and
- (f) withdraw consent where processing is based on consent.

11.2 To exercise your rights, contact dataprotection@volterric.com

11.3 If you are dissatisfied with our handling of your data, you may lodge a complaint with the Information Commissioner's Office (ICO) at <https://ico.org.uk>

12. External Links

12.1 Our website may contain links to third-party sites or services. Volterric Limited is not responsible for the privacy practices or content of such third parties.

12.2 We recommend reviewing the privacy policies of any third-party services before providing personal information.

13. Updates to this Policy

13.1 We may update this Privacy Policy periodically to reflect operational or legal changes.

13.2 The current version number and effective date appear at the top of this document.

13.3 Material updates will be posted on our website. Continued use of our services following any update constitutes acceptance of the revised Policy.

14. Contact

14.1 For questions or concerns regarding this Policy or your data, please contact:

Email: dataprotection@volterric.com

Postal Address: Volterric Limited, Unit 29 Highcroft Industrial Estate, Enterprise Road, Horndean, PO8 0BT.

15. Governing Law

15.1 This Privacy Policy and any dispute arising from it are governed by and construed in accordance with the laws of England and Wales.

15.2 The courts of England and Wales shall have exclusive jurisdiction over any dispute relating to this Policy.