Privacy Notice – October 2026

1. About This Notice

1.1 This Notice explains how In-Form Solutions Ltd ("the Company", "we" or "us") collects and uses personal information about people who visit our website, www.in-formsolutions.com, contact us, or deal with us in business, such as client and supplier contacts.

1.2 Information about our own staff is covered by the Company's Employee Data Protection Policy. When we work for NHS and other clients and handle information about their patients, staff or service users, we do so on the client's behalf, and the client's own privacy notice applies.

2. Who We Are

Detail	
Company	In-Form Solutions Ltd, registered in England and Wales, company number 03961045
Registered office	88 Hill Village Road, Four Oaks, Sutton Coldfield, West Midlands B75 5BE
Trading address	Lichfield Business Hub – GF08, District Council House, Frog Lane, Lichfield, Staffordshire WS13 6YY
VAT number	GB 748147706
ICO registration	ZA344161
Data Protection Officer	Peter Case-Upton – peter@pcu.co.uk
General enquiries	dawn.bond@in-formsolutions.com or +44 (0)1543 560 280

3. What Information We Collect and Why

3.1 The table below shows what personal information we collect, why we use it, the legal reason ("lawful basis") for using it, and how long we keep it.

Who	What we collect	Why	Lawful basis	How long we keep it
Website visitors	How you use our website, such as pages visited and time spent, and device and browser details collected through cookies	To understand how the website is used and improve it	Legitimate interests	No more than 14 months
People who contact us	Name, email address, phone number and anything you tell us	To reply to you and deal with your enquiry	Legitimate interests	2 years after our last contact
Client contacts, current and prospective	Name, job title, organisation and work contact details	To prepare proposals, deliver our services and manage our relationship	Contract; legitimate interests	Up to 15 years after the contract ends, as part of our client files

Who	What we collect	Why	Lawful basis	How long we keep it
Supplier and partner contacts	Name, job title, organisation and work contact details	To buy goods and services and manage our relationship	Contract; legitimate interests	6 years after the last transaction
People who receive updates from us	Name and work email address	To send occasional news about our services	Legitimate interests for business contacts; consent where the law requires it	Until you opt out, or 2 years without contact

3.2 You can opt out of updates at any time, using the link in any email or by contacting us. We will keep a note of your email address so that we do not contact you again.

3.3 We do not use your information for automated decision-making or profiling.

4. Cookies

4.1 Our website uses Google Analytics cookies to collect information about how visitors use the site, so that we can improve it. The law allows cookies used only for this kind of statistical purpose without consent, provided we tell you about them and give you an easy way to refuse them.

4.2 You can refuse or delete cookies through your browser settings, or by using Google's opt-out browser add-on. Refusing cookies will not affect your use of our website.

5. Who We Share Information With

5.1 We share personal information only where necessary, with:

- our IT provider, RHP Ltd, and Microsoft, which provides our email and document systems;
- Google, which provides our website analytics;
- our professional advisers, such as accountants and lawyers; and
- public bodies, where the law requires.

5.2 We never sell or rent personal information.

6. International Transfers

6.1 Some of our service providers, such as Microsoft and Google, may store or process information outside the United Kingdom, including in the European Economic Area and the United States. Where they do, we make sure the information is protected by UK adequacy arrangements, such as the UK–US Data Bridge, or by other approved safeguards.

7. How We Protect Your Information

7.1 We keep personal information secure using Microsoft 365 with multi-factor authentication, encryption and Company-managed devices. We hold Cyber Essentials Plus certification and meet the NHS Data Security and Protection Toolkit standards. Our full approach is set out in our Data Protection Policy Statement.

8. Your Rights

8.1 You have the right to:

- be told how your information is used, as in this Notice;
- ask for a copy of the information we hold about you;
- ask us to correct information that is wrong or incomplete;
- ask us to delete your information;
- ask us to restrict how we use your information;
- object to our use of your information, including for updates; and
- ask for your information in a format you can take elsewhere, where this applies.

8.2 To use any of these rights, contact our Data Protection Officer. You can ask in any form, including by email, by post or by phone. We will normally respond within one month, and there is usually no charge.

9. Complaints

9.1 If you are unhappy with how we have used your information, please contact our Data Protection Officer. We will acknowledge your complaint within 30 days, look into it without undue delay and tell you the outcome.

9.2 You also have the right to complain to the Information Commissioner's Office (ICO) at ico.org.uk or on 0303 123 1113.

10. Links to Other Websites

10.1 Our website may link to other websites. We are not responsible for how they use personal information, so please read their privacy notices.

11. Changes to This Notice

11.1 We review this Notice every year and will update it if the law or the way we use personal information changes. The latest version is always on our website. This version was last updated in October 2026.

This Notice has been approved and authorised by:

Name:	David Poynton	**Position:**	Chairman
Date:	29th October 2026	**Signature:**	
Issue:	Issue 5 (replaces Privacy Policy Issue 4, 26 May 2023)	**Next review:**	October 2027