

PRIVACY POLICY

Last updated 16 Oct 2026

We respect your privacy, and all personal data or personal information you give us is held with the utmost care and security. This Privacy Policy sets out our privacy practices and tells you how your personal data will be treated by us. We do not sell, rent or loan any personal data to any third party. Only in the circumstances described within this Privacy Policy would we share your information with any third party.

Any questions regarding this Privacy Policy should be directed to privacy@polsohq.com

How we use your information

We are committed to protecting your privacy. This policy sets out what data we collect and how we use it whether you are visiting our websites, using our products and services, working with our teams, or meeting us at events.

Visiting our websites

When you visit our websites, we collect standard internet log information and details of visitor behavior patterns, including through the use of third-party analytics services, to understand how people are using our websites, manage their operation, and diagnose problems. We also use cookies to help us identify visitors to improve the way we offer our products and services. Our websites are not intended to be used by children under 16 years of age and we do not knowingly collect personal information from children.

Using Polso

- **Account Creation.** When you create an account, we collect information including your name, email address, company name, and address in order to perform our contract with you to provide access to our services.
- **Service Data (Telemetry).** We collect Service Data, which records certain “in-product” actions, activities, and telemetry data regarding how our business customers use their products. This may include login credentials or email addresses associated with the account.
- **Device Data.** We collect information that your browser transmits to us, such as operating system, region, language, time zone, and browser version.
- **Error reports.** If you experience problems, we may collect data about the services and the problem to help us diagnose and provide solutions.

We use this information under our legitimate interests to measure feature usage, guide product

development decisions, understand the environments in which our services are used, and assist you in evaluations or renewals.

Third-parties and their sites

Some of our services, such as payment processing, support ticketing, and calendar scheduling, are provided by or in conjunction with third-party business providers. We may need to share your personal data with them to provide these services. Where our services make use of hosted tools, data storage, and payment services provided by third parties, any of your personal data stored by such third parties shall be subject to their privacy provisions. We will only sell data regarding your use of our services as part of a reorganization or a sale of the assets of Polso Limited, in which case we will ensure that your privacy continues to be protected.

Sales, Support, and Marketing

- **Connecting with our teams.** If you engage with our sales or support teams, we may collect your name, email address, telephone number, company name, and role under our legitimate interests to help us assist you and fix product issues.
- **Events.** When you attend our events (in person or online), we may collect your contact details and company role to promote our business and follow up with you.
- **Marketing communications.** We may use the personal data you provide to send you additional information (such as product recommendations) based on legitimate interests or your consent. You can unsubscribe from marketing emails at any time.

Cookies

Cookies are small text files saved to your computer used to track user navigation.

- **Essential Cookies.** We use essential cookies to distinguish you from other users and provide a good experience. We are permitted to place these without prior consent.
- **Non-Essential Cookies.** We use tracking cookies to track your movement within our websites. We will only place non-essential cookies on your device if you provide your consent via our cookie banner.

Data Retention and Transfers

- **Retention period.** We may keep your personal data for as long as necessary to complete the original purpose for which we collected it (typically the duration of your active subscription) and for up to six years thereafter to fulfil our legal, accounting, and tax obligations.
- **Transfers outside the UK/EEA.** Information you provide to us may be transferred to

service providers situated outside the United Kingdom and/or European Economic Area (EEA). If we transfer your information outside the UK/EEA, we will take steps to ensure your privacy rights continue to be protected in accordance with UK and EU data protection law (such as through the use of the UK International Data Transfer Agreement or EU Standard Contractual Clauses).

Artificial Intelligence

We may use third-party AI systems to help us better understand and improve how we work with our customers. When we use these systems, we ensure the personal data is kept within a designated environment and is not used for training the third party's model in any way that it could be made available to outside users.

Your rights

You have rights as an individual in relation to the information we hold about you, including the right to:

- Access your personal data.
- Correct incomplete or inaccurate data.
- Ask us to erase the personal data we hold about you.
- Ask us to restrict our handling of your personal data.
- Ask us to transfer your personal data to a third party.
- Object to how we are using your personal data.
- Withdraw your consent to us handling your personal data.

If you would like to exercise any of these rights, please contact us at privacy@polsohq.com.

Complaints and Queries

Polso Limited is the data controller for the personal data that you provide. If you feel our collection or use of information is unfair, misleading, or inappropriate, or if you want to make a complaint, email us at privacy@polsohq.com or contact us at Polso Limited, 66 Paul Street, London, EC2A 4NA.

You can also complain to the Information Commissioner's Office (ICO) if you are unhappy with how we have used your data.

- Address: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

- Helpline number: 0303 123 1113.
- ICO website: ico.org.uk