



V4 / Sept 2026 / Privacy Policy

Privacy Policy

This document explains how we collect, use, and protect your personal information under the UK GDPR and Data Protection Act 2018.



Policy Brief & Purpose

This privacy policy explains how **Abzorb Systems Ltd** ("we", "us", "our") collects, uses, shares, and protects your personal data.

We are committed to safeguarding your privacy. If we ask you to provide personal data that can identify you, it will only be used in accordance with this policy.

We may update this policy from time to time. The latest version will always be available on our website.

What Data We Collect

We may collect the following types of information:

- **Information you provide directly** (e.g. name, job title, contact details, login credentials, billing details).
- **Information about your use of our services** (e.g. IP address, browser type, device identifiers, log-in history, usage data, communications with us).
- **Information from third parties** (e.g. network providers, or partners assisting in service delivery).

Data Retention

We retain personal data only for as long as necessary to fulfil the purposes for which it was collected, including satisfying legal, regulatory, accounting, and reporting requirements.

Retention periods vary depending on the type of information and purpose of processing. When personal data is no longer required, it will be securely deleted or anonymised.

How We Use Your Information

We process your data to:

- Deliver and manage our services and fulfil our contractual obligations.
- Communicate with you about your account, updates, and changes to our services.
- Improve and personalise our website, systems, and customer experience.
- Send you information about similar products and services (where permitted).
- Ensure security, prevent fraud, and comply with legal obligations.
- With your consent, send you marketing communications or invitations to events.

Legal Bases for Processing

We rely on one or more of the following legal bases under the UK GDPR:

- **Contract:** to provide you with services you have requested.
- **Legal obligation:** to comply with applicable law.
- **Legitimate interests:** e.g. maintaining client records, keeping systems secure, promoting similar products/services.
- **Consent:** for marketing (you can withdraw consent at any time).

Sharing Your Information

We may share your personal data with:

- Network providers or other third parties required to deliver our services.
- Professional advisors (lawyers, auditors, insurers).
- Service providers and processors who act on our instructions (e.g. IT hosting, CRM platforms).

We will not sell your personal data. If data is transferred outside the UK/EU, we will ensure appropriate safeguards (e.g. adequacy regulations, standard contractual clauses).

Where personal data is transferred outside the UK or EEA, we will ensure an appropriate level of protection through recognised safeguards such as adequacy regulations, standard contractual clauses, or other lawful transfer mechanisms.

Security

We maintain appropriate technical and organisational security measures designed to protect personal data against unauthorised access, loss, misuse, alteration or disclosure.

These measures include access controls, encryption where appropriate, monitoring, and staff awareness training.

Your Rights

You have the following rights under UK GDPR:

- Right to access your personal data.
- Right to rectification (correct inaccurate or incomplete data).
- Right to erasure ("right to be forgotten").
- Right to restrict processing.
- Right to data portability.
- Right to object to certain types of processing (including direct marketing).
- Right to withdraw consent (where consent is the basis of processing).
- Right to lodge a complaint with the Information Commissioner's Office (ICO).

To exercise any of your rights, please contact us using the details provided below.

We may request information to verify your identity before processing your request.

We will respond in accordance with applicable data protection laws.

Cookies

We use cookies in two places, our Customer Portal and our public website at abzorb.co.uk. As different cookies are used in each, they are described separately below :

Portal Cookies

Our Portal uses a small number of cookies. All of them are strictly necessary or functional cookies needed to provide the Portal service you have requested — for authentication, security, session management, and remembering your on-screen preferences.

The Portal uses the following six cookies:

- **portalCookie** — authenticates your login session. It holds an encrypted login ticket (your username) and an encrypted machine key. It is retained for 48 hours, or kept active on a persistent basis if you select the 'Remember Me' option.
- **ASP.NET_SessionId** — links your requests together during a session. It contains only a session identifier; the associated data is held on our servers.
- **_RequestVerificationToken** — protects against cross-site request forgery (CSRF). It contains a random security token only.
- **fileDownload** — signals that a file export has completed. It holds only a temporary value and is deleted immediately afterwards.
- **cookieconsent_status** — remembers that you have seen and acknowledged our cookie notice.
- **Treegrid / editablegrid** — remembers your preferred on-screen grid and layout settings.

All of these cookies are exempt from the consent requirement under the Privacy and Electronic Communications Regulations (PECR): they are either strictly necessary to provide the Portal service you have requested, or they only remember your interface preferences. We therefore do not need your consent to use them, but we describe them here so that you are informed.

One cookie (portalCookie) contains personal data in encrypted form; this is processed on the legal bases set out above and is covered by this policy. You can block or delete cookies through your browser settings, but the Portal will not function correctly without them.

Where permitted by law, we may send information about similar products and services based on our legitimate interests. You may opt out of marketing communications at any time by following the unsubscribe instructions in our communications or by contacting us.

Website Cookies (abzorb.co.uk)

Our public website is a separate platform from the Portal and does set a small number of cookies which include third-party cookies used for analytics.

The cookies set on the website are:

- **_cfuvid** - set by Cloudflare, our network security and content delivery provider. This is used to distinguish legitimate visitors from automated traffic and to apply rate limiting. It lasts for the duration of your session only and is strictly necessary to keep the site available and secure.
- **_GRECAPTCHA** - set by Google reCAPTCHA on our enquiry forms to detect and block automated spam submissions. It is strictly necessary for the security of the form.
- **hubspotutk, __hstc, __hssc and __hssrc** - set by HubSpot. Our customer relationship management and marketing platform to recognise returning visitors, identify the source of a visit and measure how the website is used. These are analytics cookies rather than strictly necessary ones. They last for up to six months.

The Cloudflare and reCAPTCHA cookies are strictly necessary to deliver and secure the website you have requested and are therefore exempt from the consent requirement under the Privacy and Electronic Communications Regulations (PECR).

You can withdraw your consent at any time, and block or delete any of these cookies, through your browser settings. Refusing or deleting the analytics cookies does not affect your ability to use the website.

Contact Us

If you have any questions or wish to exercise your data protection rights, contact us:

Abzorb Systems Ltd

Armytage Road, Brighouse, HD6 1QF

Email: contactus@abzorb.co.uk

If you are not satisfied with our response, you may complain to the UK Information Commissioner's Office (ICO) at www.ico.org.uk.

We would appreciate the opportunity to address your concerns before you contact the ICO, although you are entitled to lodge a complaint with the ICO at any time.