SpaceAM Ltd, The Wheel House, Bonds Mill Est, Bristol Road
Stonehouse, Glos GL103RF

UK Registered: 13317905 VAT: GB 485141192
www.spaceam.co.uk office@spaceam.co.uk

Privacy Policy

1. About this policy

This policy explains what personal data SpaceAM Limited (”SpaceAM”, ”we”, ”us”) collects when you visit our website, contact us or do business with us. It explains why we collect it, who we share it with, how long we keep it and what rights you have. We review it at least once a year and whenever the law or the way we use personal data changes. The current version is always published on www.spaceam.co.uk.

If you apply for a job with us, our Candidate Privacy Notice explains how we handle your application published on the careers and policies page of our website. Our own staff are covered by a separate Staff Privacy Notice.

2. Who we are

Space AM Limited, trading as SpaceAM, is a company registered in England and Wales (company number 13317905). Our registered office is The Wheel House, Bonds Mill Estate, Bristol Road, Stonehouse, Gloucestershire, GL10 3RF.

We are the controller of the personal data described in this policy and are registered with the Information Commissioner’s Office (ICO registration ZC186663). Our Data Protection Lead can be contacted at dpl@spaceam.co.uk.

3. What we collect and when

What	When we collect it
Technical data: your IP address, browser and device type, the pages you request and the date and time of each request	Automatically, each time you visit our website
Enquiry details: your name, email address, organisation, phone number if you give it, and your message	When you email us or phone us
Business contact details: your name, job title, organisation, work email and phone number, our correspondence with you, and order and contract information	When you or your organisation work with us as a customer, partner or supplier, or talk to us about doing so
Supplier payment details: bank account details and invoices	When you supply goods or services to us

Please do not send us health information or other sensitive personal data through the website or by email. Our website is not aimed at children and we do not knowingly collect their data.

4. How we use your data and our lawful basis

Purpose	Lawful basis
Running our website, keeping it secure, and detecting and blocking attacks, spam and abuse	Legitimate interests (operating a secure website)
Replying to your enquiry and keeping a record of our correspondence	Legitimate interests, or steps you ask us to take before entering into a contract
Managing our relationship with customers, partners and suppliers, including contracts, orders, deliveries and invoices	Contract, or legitimate interests where you act on behalf of your organisation
Keeping accounting and tax records	Legal obligation
Responding to lawful requests from the police, regulators or courts, and establishing or defending legal claims	Legal obligation, or legitimate interests

Where we rely on legitimate interests, we have weighed our interests against your rights and only use your data in ways you would reasonably expect.

We do not send marketing emails or newsletters (TO CONFIRM). We do not sell your personal data, and we do not make decisions about you based solely on automated processing.

5. Cookies

Our website uses only cookies that are strictly necessary to deliver it securely. The law does not require consent for these, so the site does not show a cookie banner.

Cookie	Set by	Purpose	How long
__cf_bm	Cloudflare	Tells people apart from automated bots, to protect the site from abuse	30 minutes
cf_clearance	Cloudflare	Records that your browser passed a security check, so you are not asked again	A short period set by our security settings

We do not use analytics, advertising or social media tracking cookies. If we introduce any, we will ask for your consent first and update this policy. You can block or delete cookies in your browser settings, but blocking the cookies above may stop you passing our security checks.

6. Who we share your data with

We share personal data only with organisations that help us run our business and only what they need. Those acting as our processors may use it only on our instructions, under written terms.

Who	What for	Where
Webflow	Hosts our website and receives contact form submissions (our processor)	United States
Cloudflare	Delivers our website and protects it from attacks (our processor)	Global network
Microsoft	Email, documents and Teams (our processor)	United Kingdom
System Force IT	IT support and administration under contract (our processor)	United Kingdom
Axcient, through System Force IT	Backup copy of our Microsoft 365 data (our processor)	Netherlands

Who	What for	Where
Anthropic (Claude)	AI assistant some of our staff use for drafting and analysis. It can read emails and documents that the staff member using it can access (our processor)	United States and other regions
Our professional advisers, auditors, insurers and HMRC	Where needed to run our business or meet our legal duties	United Kingdom
Police, regulators and courts	Only where the law requires it	United Kingdom

7. Transfers outside the UK

Some of the organisations above process data outside the UK. Transfers to the Netherlands are covered by UK adequacy regulations. For transfers to the United States and other countries, we rely on the safeguards in each provider's data processing terms. You can ask us for details of the safeguards that apply.

8. How long we keep your data

Record	Kept for
Website enquiries and related correspondence	Up to 24 months after our last contact with you, unless the enquiry leads to a business relationship
Customer, partner and supplier records	The length of the relationship plus 6 years
Website security logs	No more than 12 months

When the period ends, we securely delete the data or make it anonymous.

9. How we protect your data

Our website is served only over encrypted connections (HTTPS) and sits behind a web application firewall. Access to personal data is limited to staff who need it for their work, and they are bound by confidentiality. Our processors work under written terms that require them to keep data secure. If a personal data breach occurs, we will tell the ICO within 72 hours where the law requires it, and tell you where it puts your rights at high risk.

10. Your rights

You have the right to:

- ask for a copy of the personal data we hold about you
- ask us to correct data that is wrong or incomplete
- ask us to delete your data
- ask us to restrict how we use your data
- object to our use of your data where we rely on legitimate interests. We will stop unless we have compelling grounds to continue
- ask us to transfer data you gave us to another organisation, where the law allows
- withdraw your consent at any time, where we rely on consent

To use any of these rights, email our Data Protection Lead at dpl@spaceam.co.uk. There is normally no charge. We reply within one month, and we may ask you to confirm your identity before we act on a request.

11. Other websites

Our website may link to other websites, such as social media. We are not responsible for how those sites handle personal data, so please read their privacy policies.

12. Complaints

If you are unhappy with how we have handled your personal data, please contact our Data Protection Lead first so we can try to put it right. You also have the right to complain to the Information Commissioner's Office (ico.org.uk, 0303 123 1113).

13. Changes and contact

We will publish any changes to this policy on this page. For any question about this policy or your personal data, contact:

Item	Detail
Contact	Data Protection Lead, Space AM Limited
Email	dpl@spaceam.co.uk
Post	The Wheel House, Bonds Mill Estate, Bristol Road, Stonehouse, Gloucestershire, GL10 3RF
Version	0.1