

General Privacy Policy Interrupt Labs - (Global)

Interrupt Labs Limited understands that protecting your personal information is important. This Privacy Policy sets out our commitment to protecting the privacy of personal information provided to us, or collected by us, when interacting with you.

This policy outlines:

- What personal data we collect about you and why;
- How we use your personal information;
- How we protect your personal information; and
- What rights you have in relation to the personal information that we hold about you.

Interrupt Labs Limited (“Us”, “We”) is a ‘data controller’ which means we are responsible for deciding how and for what purposes the personal data we hold about you is used under UK GDPR. We are registered with the Information Commissioner’s Office (ICO), registration reference: ZB105526.

What this policy applies to

This privacy policy relates only to be the personal data we process about you when you use our website and when you contact us via email.

This policy does not cover personal data you submit to us when you submit an application to work for Interrupt Labs, which is processed in accordance with our Candidate Privacy Policy available at:

<https://files.interruptlabs.co.uk/candidate-privacy-policy.pdf>

Personal Data we collect about you

We may collect the following personal data from you, when you provide your details to us via an opt in form, contract or agreement, or you request that we contact you:

- name and address;
- contact details, such as email addresses or telephone numbers;
- professional details and your preferences for our services; and
- any other personal data disclosed in your communications.

We may also collect personal data such as your browsing activity and IP address while browsing our website and via technologies explained further in our 'cookie policy'.

Why we collect the information about you

Under data protection law, we can only use your personal data if we have a proper reason, e.g.:

- where you have given consent;
- to manage our relationship with you as a client, partner, or supplier;
- to comply with our legal and regulatory obligations;
- to process and deliver our products and services;
- for the performance of a contract with you or to take steps at your request before entering into a contract;
- to handle your inquiries, support requests, and communications;
- to maintain accurate records for billing and administration including business records;
- to protect our legal rights and interests or as authorised by law; and
- for our legitimate interests or those of a third party.

A legitimate interest is when we have a business or commercial reason to use your personal data, so long as this is not overridden by your own rights and interests. We will carry out an assessment when relying on legitimate interests, to balance our interests against your own.

Your personal data may be used by us to:

What we use your personal data for	Our Reasons
To contact you to deal with your requests and enquiries;	Depending on the circumstances: <ul style="list-style-type: none">• to comply with our legal and regulatory obligations;• for our legitimate interests, i.e. to respond to your complaints, queries or requests for information.

<p>The prevention of fraud and misuse of our intellectual property;</p>	<ul style="list-style-type: none"> • For our legitimate interests, i.e. to minimise fraud that could be damaging for you and/or us; or • to comply with our legal and regulatory obligations
<p>Enforce our legal rights or defend or undertake legal proceedings;</p>	<p>Depending on the circumstances:</p> <ul style="list-style-type: none"> • to comply with our legal and regulatory obligations; • in other cases, for our legitimate interests, i.e. to protect our business, interests and rights.
<p>Retaining and evaluating information on your recent visits to our website and how you move around different sections of our website for analytics purposes to understand how visitors use our website so that we can make it more intuitive or to check our website is working as intended</p>	<p>Depending on the circumstances:</p> <ul style="list-style-type: none"> • your consent as gathered (e.g. by the separate cookies tool on our website) - see our 'Cookies policy'; • where we are not required to obtain your consent and do not do so, for our legitimate interests, i.e. to be as efficient as we can so we can deliver the best service to you.

Who might your personal information be provided to?

We occasionally may share personal data with third parties we use to help us run our business, e.g. website hosts and website analytics providers, payment processors, regulatory authorities etc. We impose contractual obligations on those third parties to ensure that they have appropriate measures in place to process your personal data to provide services to us and to you.

We will never pass your information to any company so that they may market their products to you.

How we protect your personal information

To keep your personal data secure, we store it using appropriate standard encryption and information security policies. This means that your information is only accessible to those who are authorised to do so and only within our approved locations. Appropriate security measures are in place to ensure any data isn't intercepted during transfer to us.

Location of your data

It is sometimes necessary to transfer your data outside of the UK and Australia, however if we do we shall ensure that the same degree of protection is given to your personal data as if it was stored and used within the UK and regulated in line with its laws.

Retention period of your data

We will not keep your personal data for longer than we need it for the purpose for which it is used.

Where your data is no longer needed, we aim to securely destroy it at the earliest opportunity.

Your rights

In relation to the data that we hold about you, you may have the following rights:

Right to be informed	You have the right to ask to see what data we hold about you and why.
Right to access	To your personal data. If you wish to obtain a copy of the information, we hold about you please contact the relevant individual (contact details below) in writing with the subject 'Subject Access Request'. Generally, the information will be provided within one month, however, please be aware that we will take as long as it is necessary to evidence your identity prior to releasing any personal information for your own security.

Right to rectification	If you believe the information, we hold about you to be incorrect or incomplete you have the right to ensure this is rectified. For further information please contact the individual stated below. This rectification should typically be complete within one month.
Right to erasure	Also known as the right to be forgotten. In specific circumstances you will have the right to have your personal data erased or to prevent processing. We can refuse your request for erasure if we have a legal obligation to continue to hold your data.
Right to restrict processing	The right to require us to restrict use of your personal data in certain circumstances, e.g. if you contest the accuracy of the data.
Right to data portability	The right to receive the personal data you provided to us, in a structured, commonly used and machine-readable format and/or transmit that data to a third party. This only applies in a limited set of circumstances.
Right to object to use	If you have provided us with a consent to use your personal data you have a right to withdraw that consent easily at any time. You may withdraw consents by emailing us at info@interruptlabs.co.uk or for cookies, deleting your cookies using your browser settings.

	<p>Withdrawing your consent will not affect the lawfulness of our use of your personal data in reliance on that consent before it was withdrawn.</p>
<p>Right not to be subject to decisions without human involvement</p>	<p>The right not to be subject to a decision based solely on automated processing (including profiling) that produces legal effects concerning you or similarly significantly affects you. We do not make any such decisions based on data collected by our website.</p>
<p>Right to provide</p>	<p>You have the right to choose whether to provide your personal information to us. However, if you don't provide certain information, we may not be able to provide some services. Let us know if you don't want to provide information and we will let you know when information is required versus optional.</p>

Contact details

Further information can be obtained from info@interruptlabs.co.uk

Right to lodge a complaint

Whilst we would like to be given the opportunity to put right any issues you may have initially; you have the right to lodge a complaint with the Information Commissioner's Office (ICO) if you are unhappy with how we have handled your personal data.

<https://ico.org.uk/complain>

0303 123 1113

If you are based in Australia, you have the right to lodge a complaint with the Office of the Australian Information Commissioner (OAIC) if you are unhappy with how we have handled your personal information.



Phone: 1300 363 992

Policy last reviewed: October 2025