Privacy Policy

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Creation Date: 13/11/2025
Updated By: Martin Zbobzien
Version: 0.3
Classification: Commercial In Confidence

Document Control

Description of Change	Change Made By	Date of Change	New Document Version
Draft	Xavier Schmoor	13/11/2025	0.1
Update draft	Sonia Vickers	19/11/2025	0.2
Update and review	Martin Zbozien	02/12/2025	0.3

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AISOC Privacy Policy

Definition

"UK GDPR" means the United Kingdom General Data Protection Regulation and the Data Protection Act 2018.

"Data Subject" means the individual to whom the personal data relates.

"Controller" means any entity that determines the purpose and means of processing personal data.

"Personal Data", "Data Subject", "Processing", "Controller", and "Processor" have the meanings ascribed to them in the UK GDPR.

"Sub-processor" means any third party engaged by AISOC to process personal data on behalf of the Customer.

"Processing Activities" means any operation performed on personal data, including collection, storage, retrieval, transmission, analysis, or deletion.

Introduction

AISOC Limited ("AISOC", "we", "us", or "our") is committed to protecting the privacy and personal data of its customers ("Customer", "you") and users of its Software-as-a-Service (SaaS) cybersecurity platform.

This Privacy Policy explains how AISOC collects, uses, stores, and protects personal data in compliance with the UK GDPR and the Data Protection Act 2018. It applies to all individuals who use or interact with the AISOC SaaS platform, including administrators, end-users, and Customers.

This Privacy Policy complements the AISOC Terms of Use and Service Level Agreement (SLA).

Data Controller and Processor Roles

Customer act as Data Controller – determines the purposes and means of processing personal data.

AISOC acts in different roles depending on the context:

- **As a Data Processor:** When processing personal data only on documented instructions from the Customer. AISOC does not determine

the purposes or means of processing and acts solely in accordance with the Customer's instructions.

- **As a Data Controller:** When processing personal data for AISOC's own business purposes, such as:
    - Billing and account management.
    - Accounting and financial compliance.
    - Service improvement and security monitoring.
    - Marketing communications (where consent is obtained).
    - Compliance with legal obligations.

When AISOC acts as a Data Controller, this **does not include any personal data owned by the Customer**. All Customer-owned data remains under the Customer's control, and AISOC processes it strictly as a Data Processor in accordance with the Customer's instructions.

When **AISOC acts as a Sub-processor** (engaged by another Processor):

- AISOC will process personal data only on documented instructions from the primary Processor.
- AISOC will comply with the Data Processing Agreement (DPA) in place with the primary Processor.
- AISOC will assist the primary Processor in fulfilling obligations under UK GDPR, including:
    - Responding to data subject rights requests.
    - Supporting DPIAs and security assessments.
    - Assisting with breach notifications.
- AISOC will not appoint further sub-processors without prior authorisation from the primary Processor or when contractual arrangements allow to do so.
- AISOC will ensure equivalent data protection obligations are imposed on any authorised sub-processors.

Personal Data Collected

AISOC may process the following categories of personal data submitted by Customers or their users:

- Contact Information: Name, email address, phone number

- Authentication Data: Usernames, passwords

- Usage Data: Logs, preferences, activity data

- Incident Data: Information related to cybersecurity incidents, alerts, and feedback

- Other Data: Any data submitted through the AISOC platform

- Sensitive Data: Any special category data (if applicable) will be processed in accordance with UK GDPR requirements.

AISOC discourages submission of special category data unless necessary and protected with additional safeguards.

Scope and Nature of Processing

AISOC processes all personal data submitted via the SaaS platform and data retrieved from integrations with the Customer's systems.

The processing activities include:

- Collection, storage, retrieval, transmission, analysis, and deletion of personal data

- Monitoring platform usage and performance

- Detecting and responding to cybersecurity incidents

- Providing support and feature management

All personal data is processed securely and confidentially in accordance with AISOC's security policies and UK GDPR requirements.

Purpose of Processing

AISOC processes personal data for the following purposes:

- Delivering and maintaining the AISOC SaaS solution

- Incident detection, alerting, and reporting

- Providing support and handling feature requests

- Ensuring platform security and performance
- Improving platform functionality and analytics
- Complying with legal obligations

Legal Basis for Processing

AISOC processes personal data under the following legal bases:

- Contractual necessity: To fulfil obligations under the Terms of Use and SLA
- Legal compliance: To meet regulatory requirements
- Legitimate interests: For platform improvement, security monitoring, and support
- **Consent**: Where applicable, for optional features, communications, or marketing

Consent is obtained only when processing is not strictly necessary for the delivery of services or for compliance with legal requirements.

For AISOC's own Controller activities (e.g., billing, marketing), the legal bases include:

- **Contractual necessity** for billing and account management.
- **Legitimate interests** for service improvement and security.
- **Consent** for marketing communications, which can be withdrawn at any time.

Consent Management

Where consent is required, AISOC will:

- Obtain explicit consent before processing.
- Provide a simple mechanism to **withdraw consent** at any time by emailing servicedesk@aisoc.cloud or using unsubscribe links in communications.

Cookies and Tracking

AISOC uses cookies and similar technologies for:

- Essential platform functionality.
- Analytics to improve services.

Users can manage cookie preferences via browser settings or AISOC's cookie banner.

International Data Transfers

AISOC does **not transfer personal data between countries from its origin country**, except in the following circumstances:

- **When AISOC acts as a Data Controller for personal data** and such transfer is necessary for its own business purposes (e.g., billing, accounting, or compliance).
- **When there is a contractual arrangement with the Customer that requires or allows such transfer.**

In all cases where international transfers occur, AISOC implements **appropriate safeguards**, including the use of **Standard Contractual Clauses (SCCs)** or other legally recognised mechanisms to ensure an adequate level of data protection.

Data Sharing and Sub-processors

AISOC may engage sub-processors to support service delivery. All sub-processors are bound by written agreements ensuring equivalent data protection obligations.

AISOC remains fully liable for the acts and omissions of its sub-processors. Customers will be notified of any intended changes to sub-processors and will have the opportunity to object to them.

Customers may request an up-to-date list of all AISOC sub-processors at any time.

Data Security

AISOC implements robust technical and organisational measures, including:

- Encryption of data in transit and at rest

- Role-based access controls and authentication
- Regular security audits and vulnerability assessments
- Incident response and breach notification procedures

Data Retention

Personal data is retained only as long as necessary for the purposes outlined or as required by law. Upon termination of the Agreement, AISOC will delete or return all personal data, unless otherwise agreed upon or required by law.

Backup copies containing personal data are retained for a limited period (typically up to 30 days) for security and recovery purposes and are securely deleted or overwritten thereafter.

Logs are retained for 6 months unless otherwise agreed.

Account data are retained for 6 years after contract termination (legal requirement).

Data Subject Rights

Under the UK GDPR, data subjects have the right to:

- Access their personal data
- Rectify inaccuracies
- Erase data where applicable
- Restrict or object to processing
- Data portability
- Withdraw consent where relevant

Requests can be made to AISOC's Data Protection Officer at: martin.zbozien@aisoc.cloud

Automated Processing and Profiling

AISOC does not carry out automated decision-making or profiling that produces legal or similarly significant effects on individuals. Any automated analysis performed by the AISOC platform is limited to cybersecurity monitoring and does not replace human review.

Children's Data

AISOC does not knowingly collect or process personal data from individuals under 16 years of age. If such data is inadvertently collected, it will be deleted promptly.

Data Protection Impact Assessments

AISOC conducts Data Protection Impact Assessments (DPIAs) where processing activities are likely to result in high risks to the rights and freedoms of individuals.

Record of Processing Activities

AISOC maintains internal records of all processing activities in accordance with Article 30 of the UK GDPR.

Customer Responsibilities

The Customer, as Data Controller, is responsible for ensuring that all personal data provided to AISOC is collected and shared lawfully, and that data subjects are informed of how their data will be processed.

The Customer must ensure a valid legal basis exists for all personal data transmitted to AISOC.

Data Breach Notification

AISOC will assist Customers in notifying data subjects if required by law.

AISOC will notify the Customer of any personal data breach without undue delay and, where feasible, within 24 hours of becoming aware of it. The notification will include sufficient information to support the Customer's regulatory obligations.

Supervisory Authority and Complaints

If you have any concerns about how AISOC handles your personal data you may contact:

AISOC's Data Protection Officer (DPO)

Responsible for overseeing compliance with the UK GDPR and data protection matters
Email: **martin.zbozien@aisoc.cloud**
We will investigate and respond to your complaint within **one month.**

If you are not satisfied with our response, you have the right to lodge a complaint with the UK Information Commissioner's Office (ICO):

- Website: https://ico.org.uk
- Tel: +44 (0)303 123 1113

Contact Information

AISOC Limited

Lyndon House, 5th Floor, 62 Hagley Road, Birmingham, B16 8PE

Email: servicedesk@aisoc.cloud

Tel: +44 (0)330 390 2040

Effective Date and Updates

This Privacy Policy was last updated on 02/12/2025. AISOC reserves the right to update this Privacy Policy periodically. Any material changes will be communicated to Customers in advance.

Contact

0330 390 2040

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