

Privacy Notice

This notice explains how Two Hat Software Ltd collects, uses and protects personal data when you visit our website, contact us, or work with us.

Who we are

Two Hat Software Ltd is the data controller for the personal data described in this notice. We are a company registered in England and Wales with company number 17490460. Our registered office is Apartment 6, 89 Parade, Leamington Spa, England, CV32 4NL.

If you have any questions about this notice or how we use your data, email admin@twohatsoftware.co.uk.

The personal data we collect

When you use our contact form, we collect:

- your name
- your email address
- your company, if you give it
- the type of enquiry
- your message

When you email us or work with us, we collect your name, job title, business contact details, the content of our correspondence, and any information needed to agree and carry out the work, such as billing details.

When you visit our website, our hosting provider processes your IP address and basic technical information about your browser. This is needed to deliver the pages to you and to protect the site against abuse. We do not use analytics or advertising trackers, and we do not keep web server logs.

When we work on a client's systems, we may have access to personal data that the client controls. In that case the client is the data controller, and the client's own privacy notice applies.

How we use your data, and our lawful basis

Purpose	Lawful basis
Replying to enquiries you send us	Our legitimate interests in responding to people who contact us. If you are asking about working with us, taking steps at your request before entering into a contract.
Agreeing, delivering and invoicing our services	Performing our contract with you or your organisation
Keeping accounting and tax records	Complying with our legal obligations
Protecting our website against misuse	Our legitimate interests in keeping the site secure and available

We do not use your data for marketing unless you have asked us to, and we never sell it. We do not make any decisions about you by automated means.

Who we share it with

We share personal data only where we need to, with:

- **Amazon Web Services**, which hosts our website and delivers contact form messages to us. Our website and contact form run in AWS's London region.
- **Google**, which provides our email through Google Workspace.
- **Our accountant and professional advisers**, where they need it to provide their services to us.
- **HMRC, regulators and law enforcement**, where the law requires it.

These providers act on our instructions and are bound by contract to keep the data secure.

International transfers

Some of our providers may process personal data outside the United Kingdom. When they do, the transfer is protected by an appropriate safeguard. This may be UK adequacy regulations,

the UK Extension to the EU-US Data Privacy Framework, or the International Data Transfer Agreement or Addendum approved by the Information Commissioner.

How long we keep it

- **Enquiries** that do not lead to work are deleted within 12 months of our last contact with you.
- **Client and contract records** are kept for six years after the work ends, so that we can deal with any legal claims.
- **Accounting and tax records** are kept for six years after the end of the financial year they relate to, as HMRC requires.

Contact form messages are not stored on our website. They exist only in our email.

Keeping it secure

We protect personal data with appropriate technical and organisational measures. These include encrypted connections, encrypted devices, multi-factor authentication, and access limited to those who need it. You can read more in our Information Security Policy.

Your rights

You have the right to:

- ask for a copy of your personal data
- 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 us using your data on the basis of our legitimate interests
- ask for your data in a portable format, where this applies

To use any of these rights, email admin@twohatsoftware.co.uk. We will respond within one month. There is no charge in most cases.

Complaints

If you are unhappy with how we have handled your personal data, please contact us first so we can try to put it right. You also have the right to complain to the Information Commissioner's Office, the UK regulator for data protection, at ico.org.uk or on 0303 123 1113.

Cookies

Our website does not use cookies. See our [Cookie Policy](#).

Changes to this notice

We will update this notice if the way we use personal data changes. This version took effect on 3 October 2026.

Two Hat Software Ltd is registered in England and Wales, company number 17490460.

Registered office: Apartment 6, 89 Parade, Leamington Spa, England, CV32 4NL.

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