

Privacy Policy of PIXELMEDIAGROUP LTD

Last Updated: 5 February 2025

PIXELMEDIAGROUP LTD ("we", "us", or "our") respects your privacy and is committed to protecting your personal data. This Privacy Policy explains how we collect, use, and safeguard your information when you interact with our services. By using our services, you consent to the practices described herein.

We may collect personal data such as your name, email address, phone number, and address when you contact us or use our services. Additionally, we automatically collect technical data including your IP address, browser type, and cookies when you visit our website. If you make payments through our services, payment data will be processed securely by third-party providers.

We use your personal data to provide and improve our services, respond to your inquiries, send marketing communications (where you have consented), analyze website usage, and comply with legal obligations. Our legal basis for processing your data under UK GDPR includes contractual necessity when providing services, legitimate interests for customer support, consent for marketing communications, and legal obligation for compliance purposes.

We may share your data with trusted service providers who assist us in delivering our services, such as hosting and payment processors, all of whom are bound by confidentiality agreements. We will also disclose data if required by UK law or in connection with a business transfer such as a merger or sale. Rest assured, we do not sell your personal data to third parties.

Where data is transferred outside the UK, we ensure appropriate safeguards are in place, such as UK Adequacy Decisions or Standard Contractual Clauses. You have important rights regarding your personal data, including the right to access, correct, or delete your information, object to certain processing, and withdraw consent where applicable. To exercise these rights, please contact us at info@pixelmediagroupltd.com or by post at our registered office address: 61 Bridge Street, Kington, United Kingdom, HR5 3DJ. We will respond to your request within 30 days.

Our website uses essential cookies for functionality and analytics cookies to improve user experience, with data anonymized where possible. You can manage your cookie preferences through your browser settings or our cookie banner. We retain personal data only as long as necessary - customer data for 6 years post-contract to comply with UK tax law, and marketing data until you withdraw consent.

We implement robust security measures including SSL encryption, access controls, and regular security audits to protect your data. This policy may be updated periodically, with the latest version always available on our website with a new "Last Updated" date. If you have concerns about our data practices, you may lodge a complaint with the UK Information Commissioner's Office (ICO) at ico.org.uk/make-a-complaint.

For any privacy-related questions, please contact us at info@pixelmediagroupltd.com or by mail at 61 Bridge Street, Kington, HR5 3DJ, United Kingdom. This policy is effective as of 5 February 2025 and complies with UK GDPR and Data Protection Act 2018 requirements.