



020 3488 81100

www.virtualpadesk.com

Privacy Policy

(UK GDPR & Data Protection Act 2018)

Virtual PA Desk (“we”, “us”, “our”) respects your privacy and is committed to protecting your personal data. This Privacy Policy explains how we collect, use, and safeguard information in compliance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

Personal Data We Collect

We may collect and process the following data:

- Name, email address, phone number, and company name when you contact us
- Information submitted through online forms or email
- Technical data (IP address, browser type, device information) through cookies and analytics
- Payment details when you purchase services

We do not intentionally collect sensitive personal data unless absolutely necessary and only with explicit consent.

How We Use Your Data

We use your data to:

- Respond to enquiries and deliver services
- Maintain business and accounting records
- Send relevant updates and communications (if consented)
- Comply with legal obligations
- Improve our website and services

Lawful Bases for Processing

Processing is based on one or more lawful bases under UK GDPR:

- Contract: to fulfil our service agreement
- Legitimate Interest: for business operations and communications
- Legal Obligation: to meet legal or tax requirements
- Consent: for marketing or optional communications

Data Retention

We retain personal data only as long as necessary for service delivery, record-keeping, and legal compliance. Client data is kept for six years following the end of the working relationship unless required longer by law.

Data Security

All data is securely stored on encrypted, password-protected systems within the UK. Access is restricted to authorised personnel only. We employ antivirus protection, firewalls, and regular software updates to maintain security.

Sharing Your Data

We do not sell or rent personal data. Data may be shared with trusted third-party service providers (e.g., accounting software, cloud storage) under written data protection agreements. All processing remains within the UK.

Your Rights

You have the right to:

- Access and obtain a copy of your data
- Correct inaccurate or incomplete data
- Request erasure (“right to be forgotten”)
- Restrict or object to processing
- Withdraw consent at any time

Requests should be made in writing to info@virtualpadesk.com. We respond within one calendar month.

Complaints

If you are unhappy with how we handle your data, please contact us first. You also have the right to complain to the Information Commissioner’s Office (ICO) at www.ico.org.uk.

Business and Contact Information

(UK E-Commerce Regulations 2002)

In accordance with the UK Electronic Commerce (EC Directive) Regulations 2002, the following details are provided:

Business Name: Virtual PA Desk
Owner: Samira Husson
Address: 113 Romford Road, London, E15 4LY
Email: info@virtualpadesk.com
Telephone: 020 3488 8100
ICO Registration Number: ZC037522
Jurisdiction: England and Wales

Copyright Notice

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Governing Law

These policies are governed by and construed in accordance with the laws of England and Wales. Any disputes shall be subject to the exclusive jurisdiction of the English courts.