

## PRIVACY POLICY

At Xcel Technical Services Ltd, we take your privacy seriously.

This Privacy Policy describes how we collect, store, manage, process and protect your personal information when you contact us for Consultancy and Technical Services. It lets you know the types of information we may hold, how and where we'll use it once collected and how we will keep it safe.

By using our website or contacting us, you agree to the terms of this Privacy Policy.

### Information we collect

We collect personal information you provide to us when you contact us for Consultancy and Technical Services or fill out a contact form on our website. This may include your name, email address, phone number, and any other information you may choose to provide to us.

### How we use your information

We will only use your personal information to provide you with the Consultancy and Technical Services you have requested and to communicate with you about your needs. We will not share your information with any third parties for marketing purposes or any other purposes.

### Data retention

We will retain your personal information for as long as necessary to provide you with Consultancy and Technical Services and to comply with any legal obligations.

### Data security

We take appropriate measures to protect your personal information from unauthorised access, use, or disclosure. However, no data transmission over the internet or any wireless network can be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, you acknowledge that: (a) there are security and privacy limitations inherent to the internet which are beyond our control; and (b) security, integrity, and privacy of any and all information and data exchanged between you and us through our website cannot be guaranteed.

### Your rights

You have the right to request access to and correction or deletion of your personal information. If you would like to exercise any of these rights, please contact us using the contact information provided on our website.

### Changes to this Privacy Policy

We may update this Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on our website. You are advised to review this Privacy Policy periodically for any changes.

### Contact us

If you have any questions or concerns about this Privacy Policy, please contact us using the contact information provided on our website.

