

Privacy Statement for CDoS PCDoctor Ltd & AskFoundation© 2026

1. Introduction

This Privacy Statement explains how **CDoS PCDoctor Ltd** (“we”, “our”, “us”) collects, uses, stores, and protects personal data when you access or use our websites, applications, and services, including those delivered under the **AskFoundation© 2026** brand (AskPCDoctor®, AskLegal, AskAccounts, AskAI-assisted support).

We are committed to protecting your privacy and complying with the **UK General Data Protection Regulation (UK GDPR)** and the **Data Protection Act 2018**.

Our website URL: <https://www.cdospdoctor.co.uk>

2. Who We Are

CDoS PCDoctor Ltd Registered in England & Wales Operating the AskFoundation© group of services.

Data Controller: Nick Bache Email: nick.bache@cdospdoctor.co.uk

3. Personal Data We Collect

We collect only the information necessary to deliver our services effectively and securely.

Data categories include:

- **Identity & Contact Data:** Name, email address, phone number, postal address.
- **Technical Data:** IP address, device type, browser information, operating system, diagnostic logs.
- **Usage Data:** Pages visited, service interactions, support requests, AI-assisted chat transcripts.
- **Transaction Data:** Service bookings, invoices, payment confirmations.
- **Communications Data:** Emails, messages, support conversations.
- **Cookies & Analytics:** Session cookies, preference cookies, anonymised analytics.

We **do not** store full payment card numbers. Payments are processed securely by third-party providers.

4. How We Collect Data

We collect data through:

- Forms and direct communication
- Support requests and service interactions
- Automated technologies (cookies, analytics, diagnostic logs)
- AI-assisted tools used within AskFoundation® services
- Third-party integrations (payment processors, email delivery systems)

5. How We Use Your Data

We use personal data for legitimate business purposes, including:

- Delivering technical support and advisory services
- Operating AskPCDoctor and AskFoundation® platforms
- Providing AI-assisted guidance with human oversight
- Managing accounts, billing, and subscriptions
- Improving service quality, security, and performance
- Complying with legal and regulatory obligations

We do **not** use personal data for automated decision-making that has legal or significant effects.

6. Legal Bases for Processing

Under UK GDPR, our lawful bases include:

- **Contract:** To provide services you request
- **Legitimate Interests:** Service improvement, fraud prevention, platform security
- **Consent:** For optional features such as marketing communications
- **Legal Obligation:** Record-keeping, regulatory compliance

7. Sharing Your Data

We share data only when necessary and only with trusted partners:

- Microsoft Azure (hosting and infrastructure)
- Payment processors
- Professional affiliates (e.g., AskLegal solicitor partners) *only when you request referral*
- Analytics and security providers

We **never** sell personal data.

8. International Transfers

Where data is transferred outside the UK, we ensure appropriate safeguards such as:

- UK GDPR Standard Contractual Clauses
- Adequacy decisions
- Encrypted transport and secure processing

9. Data Retention

We retain personal data only as long as necessary:

- Support records: up to 6 years
- Diagnostic logs: typically 12–24 months
- Marketing preferences: until consent is withdrawn
- AI-assisted chat logs: retained only for service quality and security, then securely deleted

Retention periods follow UK GDPR requirements for clear and lawful retention criteria.

10. Your Rights

You have the right to:

- Access your data
- Correct inaccurate data
- Request deletion
- Restrict processing
- Object to processing
- Request data portability
- Withdraw consent at any time

To exercise your rights, contact: **support@cdospcdoctor.co.uk**

You may also lodge a complaint with the **Information Commissioner's Office (ICO)**.

11. Cookies & Tracking

Our websites use cookies for:

- Essential functionality
- Security
- Analytics
- User preferences

You can manage cookies through your browser settings.

12. Children's Privacy

Our services are not intended for children under 13. We do not knowingly collect children's data.

13. Security Measures

We implement strong technical and organisational measures, including:

- Encrypted data transport (TLS)
- Secure Azure hosting
- Access controls and audit logging
- Regular security reviews
- Data minimisation principles

14. Updates to This Privacy Statement

We may update this Privacy Statement periodically. The latest version will always be published on:

<https://www.cdospcdoctor.co.uk>

15. Contact

CDoS PCDoctor Ltd MereGreen House 46-48 Meregreen Road Royal Sutton Coldfield B75 5BT, United Kingdom Email: **support@cdospcdoctor.co.uk**