



Privacy Policy

Last updated: 10 July 2026

Titan Labs Ltd (“Titan Labs”, “we”, “us” or “our”) respects your privacy and is committed to protecting your personal information.

This privacy policy explains how we collect, use and protect your personal information when you visit our website, contact us or use our services.

1. Who we are

Titan Labs Ltd is the organisation responsible for deciding how your personal information is used.

Our contact details are:

Titan Labs Ltd

Unit E1 Fronds Park, Frouds Lane, Aldermaston, Reading, RG7 4LH

Email: info@titan-labs.co.uk

Company number: 10238974

2. Information we collect

We may collect the following types of personal information:

- Your name, job title and organisation.
- Your email address, telephone number and other contact details.
- Information you provide when contacting us, requesting a quotation or using our services.
- Details relating to contracts, payments and services provided to you or your organisation.
- Technical information about your use of our website, such as your IP address, browser type, device information and pages visited.
- Marketing preferences and records of communications with you.

We do not intentionally collect special-category personal information through our website unless it is necessary and you have been told why it is required.



3. How we collect your information

We may collect personal information:

- Directly from you when you contact us, complete a form, enter into a contract or use our services.
- From your employer or another organisation that has asked us to provide services.
- Automatically when you use our website, including through cookies and similar technologies.
- From publicly available sources and professional networking platforms.
- From business partners, suppliers and service providers where permitted by law.

4. How we use your information

We may use your personal information to:

- Respond to enquiries and communicate with you.
- Provide quotations, services and customer support.
- Manage contracts and our relationship with customers, suppliers and partners.
- Process payments and maintain financial records.
- Operate, secure and improve our website and services.
- Detect, investigate and prevent security incidents, misuse or fraud.
- Meet our legal, regulatory and contractual obligations.
- Send relevant business communications and marketing where permitted by law.
- Establish, exercise or defend legal claims.

5. Our lawful bases

Depending on the circumstances, we process personal information because:

- It is necessary to perform a contract or take steps before entering into a contract.
- It is necessary to comply with a legal obligation.
- It is necessary for our legitimate interests, such as operating our business, supporting customers, improving our services and protecting our systems.
- You have given us consent, including for certain marketing communications or optional cookies.

Where we rely on consent, you may withdraw it at any time.



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6. Marketing

We may send you information about our services where you have agreed to receive it or where we are otherwise permitted to do so.

You can stop receiving marketing communications at any time by using the unsubscribe option in the message or contacting us.

We will not sell your personal information to third parties for marketing purposes.

7. Cookies

Our website may use cookies and similar technologies to operate correctly, remember preferences, understand how the website is used and improve its performance.

Where required, we will ask for your permission before placing non-essential cookies on your device.

Further information should be provided in our Cookie Policy or cookie-management tool.

8. Sharing your information

We may share personal information with:

- Employees, contractors and companies supporting the delivery of our services.
- Hosting, software, communications, analytics and IT service providers.
- Professional advisers, including accountants, auditors, insurers and legal advisers.
- Regulators, law-enforcement bodies or public authorities where required by law.
- Customers, partners or suppliers where sharing is necessary to provide the relevant service.
- A purchaser, investor or adviser involved in a proposed sale, merger or restructuring of our business.

We require organisations handling personal information on our behalf to protect it and use it only for the agreed purpose.

9. International transfers

Some of our suppliers may process personal information outside the United Kingdom.



Where this happens, we will take appropriate steps to protect your information, such as using approved contractual safeguards or transferring information to a country recognised as providing adequate protection.

10. How long we keep your information

We keep personal information only for as long as reasonably necessary for the purpose for which it was collected.

The relevant period will depend on the type of information, our relationship with you and any legal, accounting, contractual or regulatory requirements.

When information is no longer required, we will securely delete it or anonymise it.

11. How we protect your information

We use appropriate technical and organisational measures to protect personal information against unauthorised access, loss, alteration, disclosure or misuse.

However, no website, online service or method of electronic transmission can be guaranteed to be completely secure.

12. Your rights

Depending on the circumstances, you may have the right to:

- Ask for a copy of the personal information we hold about you.
- Ask us to correct inaccurate or incomplete information.
- Ask us to delete your information.
- Ask us to restrict how we use your information.
- Object to certain uses of your information, including direct marketing.
- Ask us to transfer certain information to you or another organisation.
- Withdraw consent where we rely on consent.
- Raise a concern about how we use your information.

These rights are not absolute and may be subject to legal exceptions.

To exercise your rights, contact us using the details in section 1.



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13. Complaints

Please contact us first if you have concerns about how we use your personal information so that we can try to resolve the matter.

You also have the right to complain to the Information Commissioner's Office, the UK regulator responsible for data protection.

14. Third-party websites

Our website may contain links to websites operated by other organisations. We are not responsible for the privacy practices or content of those websites.

You should review the privacy policy of any third-party website you visit.

15. Changes to this policy

We may update this privacy policy from time to time to reflect changes to our services, legal requirements or the way we use personal information.

The latest version will be published on our website with the updated date shown at the top.