Privacy Policy

Last updated: 28 October 2026

Who we are

Bradenford Software is the trading name of **Geoffrey Boult**, a sole trader.

This privacy notice explains how Bradenford Software collects and uses personal information in connection with this website and with enquiries and business relationships with our customers and prospective customers.

You can contact us at:

Geoffrey Boult trading as Bradenford Software
Email: **enquiries@bradenford.co.uk**
Website: **bradenford.co.uk**

For the personal information described in this notice, Geoffrey Boult trading as Bradenford Software is the data controller.

Information we collect

We may collect personal information when you contact us or do business with us. This may include:

- your name;
- your business or organisation;
- your email address, telephone number and other contact details;
- correspondence between you and us;
- information needed to provide, support and administer services supplied to you;
- billing, payment and accounting information; and
- technical information generated when you use this website, such as IP addresses and information recorded in server logs.

We do not intentionally collect special category personal information through this website.

How we use your information

We use personal information where necessary to:

- respond to enquiries;
- discuss, provide and support our services;

- manage our relationship with customers;
- administer contracts, invoices and payments;
- maintain the security, reliability and operation of our systems and website;
- keep appropriate business and accounting records; and
- comply with legal obligations.

We do not sell personal information.

We do not use personal information for automated decision-making or profiling that has legal or similarly significant effects.

Our lawful bases

Depending on the circumstances, we process personal information on one or more of the following bases:

Contract — where processing is necessary to enter into or perform a contract with you.

Legitimate interests — where processing is reasonably necessary for running and protecting our business, responding to enquiries, communicating with customers, maintaining our systems and providing support, provided that those interests are not overridden by your rights and interests.

Legal obligation — where we need to retain or process information to comply with legal, tax or accounting requirements.

Where we rely on consent for a particular activity, you may withdraw that consent at any time.

Websites and systems we operate for customers

Bradenford Software develops, hosts and supports websites and web-based systems for customers.

Those systems may contain personal information relating to the customers' own users, members, staff or other individuals.

Where a customer determines why and how that information is used, **the customer is the data controller and Bradenford Software acts as a data processor on the customer's behalf**. We process that information only as necessary to provide and support the services concerned and in accordance with the customer's instructions.

If your enquiry concerns personal information held by one of our customers through a website or system that we host or support, you should normally contact that organisation directly. Its own privacy notice will apply to its processing of your information.

Sharing personal information

We disclose personal information only where reasonably necessary for the operation of the business or where required by law.

This may include service providers involved in areas such as:

- website and server hosting;
- email and communications;
- data backup and security;
- accounting and financial administration; and
- professional or technical support.

Where another organisation processes personal information on our behalf, we require it to handle that information appropriately.

We may also disclose information where required to do so by law or where reasonably necessary to establish, exercise or defend legal rights.

International transfers

Some suppliers of online or technical services may process information outside the United Kingdom.

Where personal information is transferred internationally, we take reasonable steps to ensure that an appropriate legal mechanism or safeguard applies as required by UK data protection law.

How long we keep information

We keep personal information only for as long as it is reasonably required for the purpose for which it was collected and for any applicable legal, accounting or contractual requirements.

As a general approach:

- enquiries that do not lead to a business relationship are retained only while they remain reasonably relevant;
- customer and contractual correspondence may be retained for the duration of the business relationship and for an appropriate period afterwards;
- financial and accounting records are retained for the periods required by law; and
- technical and security logs are normally retained only for as long as reasonably necessary for security, fault diagnosis and system administration.

Information held by us solely as a processor on behalf of a customer is retained according to that customer's instructions and our agreement with them.

Security

We take reasonable technical and organisational measures to protect personal information against unauthorised access, disclosure, alteration, loss or destruction.

These measures include appropriate access controls and security measures for the systems we operate.

Where passwords are stored by systems we develop or operate, they are stored using one-way cryptographic hashing rather than in recoverable plain text where the system design permits.

No internet-connected system can, however, be guaranteed to be completely secure.

Cookies

This website may use cookies or similar technologies that are necessary for its operation and security.

Where we use non-essential cookies or similar technologies, we will provide information about their purpose and obtain consent where required.

You can review or change your cookie preferences using the cookie controls provided on the website.

Your rights

Depending on the circumstances and the lawful basis on which your information is processed, UK data protection law may give you rights including the right to:

- obtain a copy of personal information we hold about you;
- have inaccurate or incomplete information corrected;
- ask us to erase your information in certain circumstances;
- ask us to restrict how your information is used in certain circumstances;
- object to particular types of processing; and
- receive certain information in a portable format.

Where processing is based on consent, you may withdraw that consent at any time.

You have the right to object to processing based on our legitimate interests. If you object, we will consider your circumstances and whether there are compelling legitimate grounds for the processing to continue.

To exercise any of these rights, contact **enquiries@bradenford.co.uk**.

Complaints

If you have concerns about the way we use your personal information, please contact us first and we will try to resolve the matter.

You also have the right to complain to the UK supervisory authority:

Information Commissioner's Office (ICO)
Website: **ico.org.uk**
Telephone: **0303 123 1113**

Changes to this notice

We may update this privacy notice from time to time to reflect changes to our services, practices or legal requirements.

The date at the top of this page shows when it was last updated.