Precinct

Privacy Notice

How Precinct Software Ltd uses personal information. Version 1.1, 11 November 2026. Corrects our address.

This notice explains what personal information **Precinct Software Ltd** collects, why, who it is shared with, how long it is kept and what your rights are.

1. Who we are

1.1 Precinct Software Ltd is a company registered in England and Wales (company number 17531507) and registered with the Information Commissioner's Office (registration ZC280499). Our registered office is Unit 6 Killingbeck Office Village, Leeds LS14 6FD.

1.2 Our Director is responsible for data protection. For anything about this notice or your information, email **privacy@qlineit.com** or write to us at the address above.

1.3 QLine IT Ltd (company number 07500720) supplies our engineers and support under a written data processing agreement.

2. Our two roles

2.1 **When we run our own business** (enquiries, customers, demo testers and security) we decide how your information is used, so we are the **controller**. Sections 3 to 7 cover this.

2.2 **When a care provider uses Precinct Care**, the provider decides what is recorded about the people it cares for and its staff, so the provider is the **controller** and we are its **processor**. Section 8 covers this. If your information is in a provider's records, please contact that provider first.

3. Enquiries and demo requests

3.1 **What we collect:** your name, organisation, role, email address, phone number and your message, when you use the form on our website or email us.

3.2 **Why, and the lawful basis:** to reply to you and talk about Precinct. The lawful basis is our legitimate interests in answering people who contact us.

3.3 **Who handles it:** Netlify (which hosts our website), Formspree (which passes form messages to our email) and Microsoft 365 (our email). Netlify and Formspree are based in the USA, so form messages pass through the USA under those companies' own transfer terms.

3.4 **How long we keep it:** 12 months if you do not become a customer.

3.5 Our website sets no cookies of its own and uses no advertising or tracking tools. Pages load fonts from Google, and if you play a video, YouTube (Google) provides it in its privacy-enhanced mode; those services receive your device's internet address to do so.

4. Customers

4.1 **What we collect:** the names and work contact details of the people we deal with at customer organisations, contracts and billing details.

4.2 **Why, and the lawful basis:** to provide the service, send invoices and keep accounts. The lawful bases are our contract with the customer and our legal obligation to keep tax and accounting records.

4.3 Who handles it: our accounts software and our bank.

4.4 How long we keep it: 6 years after the contract ends.

5. Demo testers

5.1 What we collect: your name, email address and the confidentiality agreement you sign.

5.2 Why, and the lawful basis: to give you access to the Precinct Care demo. The lawful basis is our legitimate interests in showing the product to people who have asked to see it.

5.3 Who handles it: Cloudflare, which emails you a one-time sign-in code. Cloudflare runs a worldwide network, so your email address may be handled outside the UK under Cloudflare's UK transfer terms.

5.4 How long we keep it: until your demo access ends; the signed confidentiality agreement for 6 years.

6. People who work with us

6.1 We keep the names, roles, access and training records of our staff and the QLine IT engineers who work on our systems, to manage their access and meet our legal duties. We keep them for 6 years after the person stops working with us.

7. Security monitoring

7.1 Our systems record who signed in, from which internet address and what they did. We use these records to keep the systems secure and to investigate problems. The lawful basis is our legitimate interests in keeping systems and records safe. They are held by Amazon Web Services in the UK and kept for between 400 days and 7 years, depending on the record.

8. Precinct Care: information we process for care providers

8.1 Precinct Care is a records system for care providers. Each provider decides what is recorded and why. We hold and run it only on the provider's written instructions, under a data processing agreement.

8.2 Precinct Care records are held in the UK only, in Amazon Web Services' London region, with encrypted backups there too. They are encrypted in storage and in transit. Nothing is transferred outside the UK.

8.3 Where a provider switches on its AI features, they run on Amazon Bedrock in London. Nothing in Precinct Care is used to train AI, sold or used for marketing.

8.4 Our staff and QLine IT engineers have no everyday account in a provider's Precinct Care. If a provider asks us for help, its manager gives us access for as long as the job takes, and everything we open is recorded in the provider's audit trail.

8.5 People who sign in to Precinct Care can read a fuller notice inside the system. To ask about, see or correct information a provider holds, contact that provider. If you contact us, we pass your request to the provider within 2 working days and tell you we have done so.

9. Your rights

You have the right to:

- **see** the information we hold about you and get a copy, free of charge;
- **correct** anything that is wrong;
- **ask for deletion**, where we do not need to keep the information by law;
- **restrict** or **object** to our use of it, including any use based on our legitimate interests;

- **take your information** to another organisation in a common format, where the lawful basis is a contract.

We do not make decisions about you by computer alone. To use any of these rights, email **privacy@qlineit.com**. We reply within one month.

10. How to complain

10.1 Please tell us first, so we can try to put things right. You can also complain to the Information Commissioner's Office at **ico.org.uk/make-a-complaint** or on **0303 123 1113**.

11. Changes to this notice

11.1 If this notice changes, we publish the new version on this page with its date and keep the earlier versions available.