

AVT Connect Website Privacy and Cookies Notice

Last updated: 17 September 2026

1. Who we are and what this notice covers

AVT Ltd, trading as AVT Connect, is responsible for the personal information described in this notice.

This notice applies to **www.avtconnect.com** and **www.avtchangelab.com**. It explains how we use personal information about website visitors, people who contact us, business contacts and job applicants.

Company number: 02862385

Registered office: AVT House, Stone Street, Brighton, East Sussex, BN1 2HB

ICO registration number: ZA911708

Privacy contact: dataprivacy@avtconnect.com

2. Client projects

This notice does not replace or override the terms agreed with our clients. Where AVT processes personal information on behalf of a client, that processing is governed by the applicable master services agreement, statement of work, data-processing agreement and the client's instructions. The client's privacy notice may also apply.

3. Information we use

Depending on how you interact with us, we may use:

- your name, job title, organisation and business contact details;
- enquiries, correspondence and meeting information;
- information relating to a business or supplier relationship;
- recruitment information that you or a recruitment agency provides; and
- limited website and technical information needed to operate, secure and understand the use of our websites.

Where we obtain information from other sources

We also identify potential clients from public professional sources, such as company websites, professional networks including LinkedIn, industry events and publications. In those cases we use your name, job title, organisation, business email address and professional background.

If we obtain your details this way, we will tell you no later than the first time we contact you, and always within one month. Every email we send includes a link to this notice and a simple way to opt out.

4. Why we use information

We use personal information to:

- respond to enquiries and take requested steps before entering a contract;
- manage business relationships and deliver our services;
- meet legal, regulatory, accounting and contractual obligations;
- protect and improve our websites and systems;
- send occasional, relevant business-to-business communications, with a clear right to opt out; and
- manage recruitment.

We rely on legitimate interests where necessary to operate and develop our business, respond to professional enquiries, maintain relationships and keep our systems secure. We may also rely on contractual necessity, legal obligations or consent where appropriate.

5. Sharing and international transfers

We may share personal information where necessary with service providers, professional advisers, recruitment agencies, subcontractors, clients, regulators, law-enforcement bodies and parties involved in a business transaction.

Some service providers may process information outside the UK. Where required, we use recognised safeguards such as UK adequacy regulations, the UK International Data Transfer Agreement or the UK Addendum to the EU Standard Contractual Clauses. You may contact us for further information about relevant safeguards.

We do not sell personal information or share it with other organisations for their own marketing.

6. How long we keep information

We keep personal information only for as long as reasonably necessary. The period depends on the purpose for which it was collected, the nature of the information, the ongoing relationship, legal or regulatory requirements, relevant limitation periods and any applicable client contract or project instructions. We then delete or anonymise it where appropriate.

We may retain a minimal record of an opt-out for as long as needed to ensure that the person is not contacted again.

7. Cookies and similar technologies

Our websites may use technologies that are strictly necessary for security, network management and core website functions.

We may also use privacy-preserving analytics and third-party content. If any technology stores or accesses information on your device and is not strictly necessary, we will provide appropriate information and obtain consent before using it where required by law. Any consent controls provided on the relevant website will allow you to change or withdraw your choices.

Most browsers also allow you to view, block and delete cookies. Blocking necessary cookies may affect how parts of a website work.

8. Your rights

Depending on the circumstances, you may have rights to access, correct or erase your personal information; restrict or object to its use; receive certain information in a portable format; and withdraw consent where consent is the lawful basis.

You may object to direct marketing at any time.

To exercise your rights or ask about how we use personal information, email dataprivacy@avtconnect.com. We may need to confirm your identity before responding.

9. Complaints and contact

If you have a concern, please contact:

Data Privacy Lead

Email: dataprivacy@avtconnect.com

Post: AVT Ltd, AVT House, Stone Street, Brighton, East Sussex, BN1 2HB

You may also complain to the Information Commissioner's Office at ico.org.uk/make-a-complaint or on 0303 123 1113.

Further information about our data-protection practices and project-specific processing is available on request. We may update this notice when our services, websites or legal obligations change.