

Privacy Policy

This policy describes how UZB BUSINESS SOLUTIONS - FZCO, registration number 84489, handles personal data when you visit <https://zco-bussol.com>, enquire about our services, become a customer, or otherwise deal with us.

1. The information in our care

The data we receive depends on your relationship with us. It may include:

- identity and contact details, including name, address, nationality, telephone number, email address and date of birth;
- verification and compliance records, such as copies of identification documents, employment information and results of checks against lawful third-party or public sources;
- commercial and financial information, including account details, transaction records, invoices and payment information;
- communications, service requests, complaints and other correspondence; and
- technical data generated when you use our website, including IP address, device and browser information, pages viewed and cookie choices.

Please do not send sensitive or confidential information unless we have asked for it and there is a secure way to provide it.

2. Where information comes from

We usually obtain information directly from you. We may also receive it from your employer or authorised representative, payment and technology providers, business partners, identity-verification services, fraud-prevention databases, regulators, public registers and other publicly available sources. Website data may be collected automatically through cookies and similar technologies, as explained in our Cookie Policy.

3. How and why we use personal data

Activity	Reason for processing	Usual legal ground
Responding to enquiries and setting up a customer relationship	To assess a request, communicate with you and take steps towards a contract	Contract steps or legitimate interests
Providing and administering services	To deliver agreed services, maintain records, invoice and support customers	Performance of a contract
Identity, risk and compliance checks	To prevent misuse, fraud and financial crime and to meet regulatory duties	Legal obligation or legitimate interests
Operating and securing the website	To maintain functionality, diagnose faults, defend systems and understand service performance	Legitimate interests; consent where required for non-essential cookies
Business communications	To share relevant service information or marketing where permitted	Consent or legitimate interests, subject to applicable rules

Activity	Reason for processing	Usual legal ground
Claims and governance	To protect legal rights, respond to authorities and maintain corporate and accounting records	Legal obligation or legitimate interests

Where we rely on legitimate interests, we consider the purpose, necessity and effect on individuals before processing. Where consent is the legal ground, you may withdraw it at any time without affecting processing already carried out.

4. Who may receive the data

We disclose personal data only where reasonably necessary. Recipients may include hosting and software suppliers, professional advisers, payment or banking partners, identity and fraud-prevention providers, customer-support providers, auditors, insurers, counterparties involved in a corporate transaction, and courts, regulators or law-enforcement bodies. Providers acting for us are required to handle data under appropriate contractual and security obligations. We do not sell personal data.

5. International access and transfers

Some recipients or technical systems may be located outside the country in which you are based. Where transfer restrictions apply, we use a recognised transfer mechanism and, where appropriate, supplementary safeguards. Depending on the applicable law, these may include an adequacy decision, approved contractual clauses or another lawful derogation. You may contact us for further information about the safeguards relevant to your data.

6. Retention

We retain each category of data only for as long as it is needed for the relevant purpose. The period is determined by contractual and statutory limitation periods, tax and accounting rules, regulatory recordkeeping requirements, the sensitivity of the information and the need to establish or defend legal claims. At the end of the applicable period, data is deleted, anonymised or securely archived where continued retention is legally required.

7. Security and incident response

We apply proportionate organisational and technical controls intended to protect data against accidental loss and unauthorised access, use, alteration or disclosure. Access is limited according to business need. No internet transmission or storage method is entirely risk-free. If a personal-data incident occurs, we will investigate it and notify affected individuals or authorities where the law requires us to do so.

8. Your choices and rights

Depending on the law that applies to you, you may ask us to provide access to your data, correct it, erase it, restrict its use, provide it in a portable format, or stop processing based on legitimate interests. You may also withdraw consent and object to direct marketing at any time. These rights can be subject to legal conditions and exceptions.

To make a request, please contact us using the contact form available on our website. We may need to verify your identity and authority before acting. You may also complain to the data-protection authority responsible for your location or for our processing.

9. Automated decisions and children

We do not use personal data to make decisions producing legal or similarly significant effects solely by automated means unless we provide a separate explanation and a lawful basis. Our services are not directed to children, and we do not knowingly seek personal data from children through the website.

10. Changes to this policy

We may revise this policy when our practices, services or legal obligations change. Material changes will be brought to users' attention through an appropriate channel.