

DALBY TECH

PRIVACY AND COOKIE NOTICE

Joshua Michael Dalby trading as Dalby Tech | Public privacy notice for website users, customers and service contacts

Document control

Document title	Dalby Tech Privacy and Cookie Notice
Controller	Joshua Michael Dalby trading as Dalby Tech
Status	Public website notice
Website	www.dalby-tech.co.uk
Contact email	josh@dalby-tech.co.uk
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This notice should be made available to individuals before or when their personal data is collected and linked from the website privacy/cookie area.

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Dalby Tech is the trading name of Joshua Michael Dalby, a sole trader. For the purposes of UK data protection law, Joshua Michael Dalby trading as Dalby Tech is the data controller for the personal data described in this PRIVACY AND COOKIE NOTICE.

This notice explains how Dalby Tech collects, uses, stores and protects personal data when you use our website, contact us, request a quote, book a repair, use remote support, ask for web design, graphic design, website maintenance, email hosting, domain support or related services.

This notice applies to personal data collected through this website, by phone, text message, email, contact forms, social media, home visits, remote support sessions, repair work, website and email support, and other business communications. In this notice, 'we', 'us' and 'our' mean Joshua Michael Dalby trading as Dalby Tech.

1. Who we are

Dalby Tech provides computer and technology repairs, remote support, home visits, web design, graphic design, website maintenance, email hosting, domain support and related services.

Role	Details
Data controller	Joshua Michael Dalby trading as Dalby Tech
Email	josh@dalby-tech.co.uk
Phone	07826 856563
Postal address	42 Lewes Road, Newhaven, East Sussex, United Kingdom, BN9 9RY

2. What personal data we collect

We may collect and use the following types of personal data:

Category	Examples
Personal identification and contact information	Name, email address, postal address, phone number, business name and social media username.
Enquiry and job information	Details of your request, quote, repair, device issue, website project, email hosting query, appointment, home visit, remote support session, service history and customer notes.
Device and technical information	Device type, make, model, serial number, operating system, software details, error messages, diagnostic information, IP address, browser type and information needed to provide support.
Account access information	Where you choose to provide it for a specific job: usernames, temporary passwords, recovery codes, hosting details, domain records, email settings or other access details needed to complete the work.

Category	Examples
Payment and accounting information	Invoices, payment status, transaction references, receipts and records needed for tax and accounting purposes.
Communications	Emails, text messages, call notes, contact form messages, social media messages, reviews, feedback and customer service records.
Website usage information	Approximate location, date and time of visit, pages viewed, length of visit, referral source, cookie preferences and similar analytical information.
Client-side website, hosting or email data	Where we provide website, email hosting or maintenance services to business clients, limited personal data relating to that client, its staff, suppliers, customers or website users may be processed where needed to provide the service.

Some personal data is needed so that we can enter into or perform a contract with you, provide requested services, or meet legal and tax obligations. If you do not provide contact, job, device, access, payment or accounting information that we reasonably need, we may be unable to quote, book, diagnose, repair, host, maintain, invoice or support the service.

3. Special category data and confidential information

We do not intentionally collect special category data, such as health information, religious beliefs or similar sensitive information. However, because of the nature of repair, remote support and data recovery work, we may incidentally see personal or sensitive information stored on a customer device, account, email inbox, website or system.

We only access what is reasonably necessary to complete the work. We do not copy, keep, use or share that information unless it is necessary for the service, required by law, or agreed with you. If we ever need to intentionally handle special category data, we will identify an appropriate UK GDPR condition before doing so.

4. How we collect personal data

You directly provide Dalby Tech with most of the data we collect. We collect and process data when you:

- contact us using the contact form on our website, by phone, text message, email, social media or another communication method;
- ask us for a quote, book a repair, request remote support, arrange a home visit, ask for web design, graphic design, website maintenance, email hosting or another service;
- provide a device, account, website, email system or other equipment for us to inspect, repair, configure, recover, maintain or support;
- voluntarily provide feedback, reviews, testimonials, survey responses or social media comments;
- make a payment or receive an invoice or receipt; or
- use or view our website through your browser, device, cookies or similar technologies.

We may also receive personal data indirectly from:

- another customer, household member, colleague or business contact who gives us your contact details so that we can arrange or provide a service;
- service providers, including Wix for website hosting and Wix Analytics, Google for business email, GoDaddy for domain services, SumUp for card payments, Sage for bookkeeping, and remote support or business administration tools where needed; and
- publicly available sources, where relevant to a website, design, hosting, domain, repair or business support request.

5. How we use personal data and our lawful bases

We only use personal data where we have a lawful basis under UK data protection law. The main lawful bases we rely on are contract, legal obligation, legitimate interests and consent. In rare cases we may rely on vital interests, for example where processing is necessary to protect someone's life or physical safety.

Purpose	Types of personal data normally used	Lawful basis
Responding to enquiries and providing quotes	Contact details, enquiry details, communications.	Contract: steps before entering into a contract. Legitimate interests: responding to enquiries and managing prospective customer relationships.
Booking appointments, home visits, remote support sessions, repairs, website projects, email hosting, maintenance and related services	Contact details, job information, device and technical information, communications.	Contract: providing the requested service. Legitimate interests: managing our business, scheduling work and providing customer support.
Diagnosing and resolving technical issues	Device and technical information, job information, account access information provided for the job, communications, and data incidentally visible during support.	Contract: providing the requested repair, support or technical service. Legitimate interests: delivering effective technical support, keeping service records and protecting systems.
Providing website, email hosting, domain, maintenance or technical support services to business clients	Client contact details, project information, domain records, hosting information, email settings and limited data processed on behalf of a client where needed.	Contract: providing the agreed service. Legitimate interests: managing and improving business services. Processor role: where a business client is the controller, we process relevant personal data only on that client's documented instructions and under written data processing terms that meet applicable UK GDPR requirements.
Managing payments, invoices, receipts, tax records and accounting records	Contact details, payment and accounting information, transaction references, invoices and receipts.	Contract: taking payment and managing the service. Legal obligation: tax, accounting and record-keeping obligations. Legitimate interests: managing finances and recovering unpaid sums.

Purpose	Types of personal data normally used	Lawful basis
Communicating about enquiries, bookings, jobs, projects, invoices, support requests or ongoing services	Contact details, communications, job information and service history.	Contract: service communications. Legitimate interests: customer service, business administration and record keeping.
Protecting our business, website, systems, customers and services from fraud, misuse, security threats or unlawful activity	Contact details, technical information, website usage information, communications and relevant service records.	Legitimate interests: security, fraud prevention, misuse prevention and business protection. Legal obligation: where security, legal or regulatory duties apply.
Improving our website, customer service and business operations	Website usage information, communications, feedback, reviews, job records and service history.	Legitimate interests: improving services and understanding business performance. Consent: non-essential Wix Analytics cookies or similar technologies where required.
Requesting feedback or reviews	Contact details, service history and communications.	Legitimate interests: understanding customer experience and promoting our services, provided this is balanced against your rights. Consent: where required for a specific review or testimonial use.
Sending marketing communications	Contact details, marketing preferences, service history and communications.	Legitimate interests: limited marketing to existing customers about similar services where the PECR soft opt-in conditions are met and you have not opted out. Consent: where consent is required for marketing or non-essential tracking.
Complying with legal and regulatory obligations, handling disputes and enforcing rights	Relevant contact details, job records, communications, accounting records, technical information and evidence relevant to the issue.	Legal obligation: where the law requires processing. Legitimate interests: protecting our rights, handling disputes, insurance and legal claims.

6. Repair, remote support, website and email hosting services

Because of the nature of our work, we may sometimes need to access personal data stored on a device, account, website, email inbox or system that you ask us to repair, configure, recover, host, maintain or support.

- For repair, diagnostic, data recovery and remote support work, we may need to view or access files, folders, applications, emails, account settings, logs, passwords, photographs, documents, browser information or other personal data. We only access what is reasonably necessary to complete the work and we treat this information as confidential.
- Where you provide passwords, access codes, hosting credentials, email credentials or similar access details, you should provide only what is necessary for the job. We recommend changing temporary passwords after the work has been completed.

- We do not keep passwords or access credentials for longer than necessary unless you have asked us to provide ongoing support or maintenance.
- Where we provide website, email hosting, domain, maintenance or technical support services to business clients, the business client may be the data controller and Dalby Tech may act as a processor. In those cases, we will process personal data only on the business client's documented instructions and under written data processing terms that meet applicable UK GDPR requirements.

7. Who we share personal data with

Dalby Tech does not sell personal data. We may share personal data where necessary with:

Recipient or provider type	Examples and purpose
Website hosting and website platform providers	Including Wix, where it hosts, secures and supports this website and related website services, including Wix Analytics where enabled.
Email, cloud storage and communication providers	Including Google, which hosts the business email account used to communicate with customers and administer enquiries.
Payment providers	Including SumUp, where needed to process card payments.
Accounting and bookkeeping providers	Including Sage, where needed for bookkeeping, invoices, records, tax and accounts.
Domain registrars, hosting providers and technical service providers	Including GoDaddy for domain registration and domain/DNS services, Wix for website hosting and Google for email hosting.
Remote support, diagnostics, security and software providers	Where needed to deliver technical support, diagnose issues, provide security or protect systems.
Professional advisers and business support providers	Insurers, debt recovery services, legal advisers, accountants or other advisers where needed for business, legal, insurance or dispute purposes.
Authorities and regulators	Law enforcement, regulators, HMRC, courts or other authorities, where required by law or where necessary to protect rights, safety or property.
People or organisations you ask us to involve	Another person or organisation where you ask us to share information with them, or where sharing is necessary to complete the service you requested.

Where we use service providers to process personal data for us, we take reasonable steps to ensure they process personal data securely, only for appropriate purposes and under suitable written contractual terms where required, including UK GDPR processor terms where they act as processors.

8. International transfers

Some of the service providers we use may store or access personal data outside the United Kingdom. This may include Wix, Google, GoDaddy, Sage, SumUp, or their group companies, sub-processors or infrastructure providers, depending on how those services are delivered.

Where personal data is transferred outside the UK, we take reasonable steps to ensure that an appropriate safeguard is in place where required by law. This may include a UK adequacy regulation, the UK International Data Transfer Agreement, the UK Addendum to the EU Standard Contractual Clauses, contractual commitments from the provider, or another lawful transfer mechanism.

You can contact us using the details in this notice if you would like more information about the safeguards we rely on for any international transfer of your personal data.

9. How we store and protect personal data

Dalby Tech stores personal data using secure business systems and trusted service providers. These include Google email, Wix website hosting and Wix Analytics, GoDaddy domain services, Sage bookkeeping, SumUp payment processing, and business administration providers where needed.

We use appropriate technical and organisational measures to protect personal data, including where appropriate:

- password protection, access controls and device security;
- secure storage and secure deletion where appropriate;
- limiting access to personal data to what is needed for the service;
- using reputable service providers and business systems;
- taking care when working on customer devices, accounts, websites and email systems; and
- storing any paper records securely and not leaving them unattended on business premises or customer premises.

No method of transmission or storage is completely secure. However, we take reasonable steps to protect personal data against unauthorised access, loss, misuse, alteration or disclosure.

10. How long we keep personal data

We keep personal data only for as long as necessary for the purpose it was collected, including to provide services, manage customer relationships, keep business records, comply with legal obligations, resolve disputes and protect our rights. In general, we use the following retention periods.

Type of record	Usual retention period
Enquiries that do not become jobs	Usually up to 12 months, unless we need to keep them longer for legal, accounting or dispute reasons.
Customer job, repair, support, website, hosting and maintenance records	Usually up to 6 years after our last interaction with you, unless a longer period is needed for legal, accounting, warranty, insurance or dispute reasons.
Accounting, invoice, payment and tax records	As long as required by tax and accounting laws, usually up to 6 years.
Access credentials, temporary passwords and remote support access details	Deleted or disabled when they are no longer needed, unless you have asked us to keep them for ongoing support or maintenance.
Data copied temporarily from a device for repair, recovery or transfer purposes	Deleted when the job is complete, unless you have asked us to retain it or a longer retention period is required.

Type of record	Usual retention period
Marketing records	Kept until you opt out or withdraw consent. We may keep a limited suppression record so that we know not to contact you again for marketing.
Website analytics and cookie data	Kept according to Wix Analytics settings, the relevant cookie settings and your consent choices.
Complaint, dispute, insurance or legal claim records	Kept for as long as needed to handle the complaint, dispute, insurance matter or legal claim, and then for any relevant limitation period.

When personal data is no longer needed, we delete, anonymise or securely dispose of it where reasonably possible.

11. Marketing

Dalby Tech may send you information about our own products and services where the law allows us to do so.

We will only rely on the soft opt-in for electronic marketing where we collected your contact details directly from you during a sale or negotiation for a sale, the marketing relates to our own similar products or services, we gave you a clear opportunity to opt out when we collected your details, and we give you an opt-out in every marketing message. We may also send marketing where you have given consent.

We will not sell your personal data to third parties. We will not share your personal data with other organisations for their own marketing unless you have given specific consent for this.

You can stop Dalby Tech from contacting you for marketing purposes at any time by using the contact details in this notice or by using the unsubscribe or opt-out method included in any marketing message.

12. Your data protection rights

Under UK data protection law, you may have the following rights:

Right	What it means
Right to be informed	You have the right to be told how your personal data is collected and used.
Right of access	You have the right to request a copy of your personal data. This is usually free. We may charge a reasonable fee only where the law allows us to do so, such as where a request is manifestly unfounded or excessive, or where you request further copies.
Right to rectification	You have the right to ask us to correct personal data you believe is inaccurate, or to complete information you believe is incomplete.
Right to erasure	You have the right to ask us to erase your personal data, under certain conditions.

Right	What it means
Right to restrict processing	You have the right to ask us to restrict the processing of your personal data, under certain conditions.
Right to object	You have the right to object to our processing of your personal data, under certain conditions.
Right to data portability	You have the right to ask us to transfer personal data you provided to us to another organisation, or directly to you, under certain conditions.
Right to withdraw consent	Where we rely on consent, you have the right to withdraw that consent at any time.
Rights relating to automated decision-making	You have rights in relation to automated decision-making and profiling. We do not use your personal data to make decisions based solely on automated processing that produce legal or similarly significant effects.

Important - your right to object: You have the right to object to our use of your personal data where we rely on legitimate interests. You also have an absolute right to object to direct marketing at any time.

If you make a request, we have one month to respond to you. In some cases, we may need to confirm your identity before responding. If a request is complex or you have made several requests, we may be allowed to extend the response period by a further two months, but we will tell you if this applies.

To exercise your rights, contact us using the details below:

- Email: josh@dalby-tech.co.uk
- Phone: 07826 856563
- Post: 42 Lewes Road, Newhaven, East Sussex, United Kingdom, BN9 9RY

13. Complaints

If you have a concern about how we use your personal data, please contact us first so that we can try to resolve it.

You can make a data protection complaint to us using the contact details in this notice. We will acknowledge your complaint within 30 days of receiving it and will take appropriate steps to look into it. We will keep you informed and tell you the outcome without undue delay.

You also have the right to complain to the Information Commissioner's Office if you are unhappy with how we have handled your personal data or your complaint.

14. Cookies and similar technologies

Cookies are small text files placed on your computer, phone, tablet or other device when you visit a website. Cookies and similar technologies can be used to make a website work, remember choices, understand how people use a website, improve services and measure website performance. For further information about cookies, you can visit allaboutcookies.org.

Dalby Tech may use cookies and similar technologies to:

- make the website work properly and securely;
- remember choices you make on the website;

- understand how visitors use the website and improve the website;
- measure website performance and identify errors; and
- support Wix Analytics and website performance measurement where this is used and where the law allows it.

We only use non-essential cookies and similar technologies where you have given consent, unless the law allows a limited exemption. You can change your cookie choices at any time.

15. Types of cookies we may use

Cookie type	Purpose	Consent position
Essential cookies	Needed for the website to work properly. They may be used for security, network management, page loading, fraud prevention, cookie preference storage and other core website functions.	These cookies cannot usually be switched off through our cookie tool because the website cannot work properly without them.
Functionality cookies	Remember choices you make, such as preferences or settings, so the website can provide a better experience.	Used only where enabled and where the law allows. Consent is required where the functionality cookie is not strictly necessary or covered by a specific legal exemption.
Analytics cookies	Help us understand how visitors use the website through Wix Analytics, such as which pages are visited, how long visitors stay, what devices or browsers are used, and whether errors occur.	Used only with your consent unless a specific legal exemption applies.
Marketing cookies	Dalby Tech does not currently use marketing or advertising cookies. If marketing cookies are introduced in future, this notice should be updated.	Marketing cookies would be used only with your consent and only after you have accepted them through the cookie banner or cookie settings tool.
Third-party cookies	Some cookies may be set by third-party providers used to host, secure, manage consent for, analyse or improve the website, such as Wix and the Wix/Usercentrics cookie consent tool.	These providers may process data according to their own privacy and cookie notices where they act as independent controllers. Non-essential third-party cookies require consent unless a specific legal exemption applies.

16. Current cookie schedule

The Dalby Tech website is hosted on the Wix platform and uses Wix Analytics. The table below summarises the main Wix cookies normally associated with Wix websites. The exact cookies, providers, durations and categorisation used on this website may vary depending on the live Wix/Usercentrics configuration, enabled Wix features, integrations and custom code. Non-essential cookies, including Wix Analytics or optional functionality, testing or measurement cookies, are used only with consent unless a specific legal exemption applies.

Cookie name or pattern	Provider	Purpose	Duration	Consent position
XSRF-TOKEN	Wix	Fraud detection for calls and requests.	Session	Strictly necessary / core platform cookie.
hs	Wix	Security cookie for Hive legacy services.	Session	Strictly necessary / core platform cookie.
svSession	Wix	Security, stability and core site functionality.	12 months	Strictly necessary / core platform cookie.
SSR-caching	Wix	Performance and rendering of the website.	24 hours	Strictly necessary / core platform cookie.
TS*	Wix	Attack detection and site security.	Session	Strictly necessary / core platform cookie.
bSession	Wix	Platform operation and system effectiveness measurement.	24 hours	Treat according to the live Wix/Usercentrics categorisation. Consent is required if categorised as non-essential.
fedops.logger.sessionId	Wix	Session error logging and reliability monitoring.	12 months	Treat according to the live Wix/Usercentrics categorisation. Consent is required if categorised as non-essential.
_wixAB3 *	Wix	Site testing, experiments and platform optimisation.	6 months	Non-essential unless the live Wix/Usercentrics categorisation and applicable law confirm an exemption. Consent is required where non-essential.
server-session-bind	Wix	API protection.	Session	Strictly necessary / core platform cookie.
client-session-bind	Wix	API protection.	Session	Strictly necessary / core platform cookie.

Cookie name or pattern	Provider	Purpose	Duration	Consent position
oAuthState	Wix	Session identification.	Session	Strictly necessary / core platform cookie.
wixSession	Wix	Security, stability and core site functionality.	12 months	Strictly necessary / core platform cookie.
sec-fetch-unsupported	Wix	Indicates browser limitations that may affect site security features.	Session	Strictly necessary / core platform cookie.
Functional or analytics cookies from Wix, Wix Analytics or other enabled integrations	Wix or relevant provider	Preferences, analytics, performance measurement or embedded third-party functionality.	Set by the relevant provider and shown in the Wix/Usercentrics cookie settings tool.	Optional/non-essential unless a specific legal exemption applies. Consent required before use where non-essential.

17. How to manage cookies

Where non-essential cookies are used, the Wix/Usercentrics cookie banner or cookie settings tool is used before those cookies are set. You should be able to give consent, reject non-essential cookies, or manage your choices by category.

You can also change your browser settings to block or delete cookies. If you block all cookies, some parts of the website may not work properly.

You can withdraw or change your consent for non-essential cookies at any time by using the Cookie settings control provided by the Wix/Usercentrics cookie banner or by adjusting your browser settings. If you cannot find the Cookie settings control, please contact us using the details in this notice.

18. Privacy policies of other websites

The Dalby Tech website contains links to other websites. Our PRIVACY AND COOKIE NOTICE applies only to our website and our own services. If you click on a link to another website, you should read that website's privacy and cookie notice.

19. Children's data

Our website and services are not aimed at children. We do not knowingly collect personal data directly from children for marketing purposes.

Where a parent, guardian, school, business or other customer asks us to repair, configure or support a device or account used by a child, we may incidentally access children's personal data as part of the service. We only access what is reasonably necessary to complete the work and treat it as confidential.

20. Automated decision-making and profiling

We do not use your personal data for automated decision-making or profiling that produces legal or similarly significant effects.

21. Changes to this notice

Dalby Tech keeps this PRIVACY AND COOKIE NOTICE under regular review and places any updates on this web page. This PRIVACY AND COOKIE NOTICE was last updated on 1 May 2026.

22. How to contact us

If you have any questions about this PRIVACY AND COOKIE NOTICE, the data we hold about you, or you would like to exercise one of your data protection rights, please contact us:

- Email: josh@dalby-tech.co.uk
- Phone: 07826 856563
- Post: 42 Lewes Road, Newhaven, East Sussex, United Kingdom, BN9 9RY

If you need this notice in another format, or need reasonable adjustments when contacting us or using our services, please contact us using the details above.

23. How to contact the appropriate authority

If you wish to report a complaint, or if you feel that Dalby Tech has not addressed your concern in a satisfactory manner, you may contact the Information Commissioner's Office:

- Website: ico.org.uk/make-a-complaint
- Telephone: 0303 123 1113
- Address: Wycliffe House, Water Lane, Wilmslow, Cheshire, United Kingdom, SK9 5AF