



SwiftScript 
Virtual Assistant
Business Support

Privacy Policy



PRIVACY POLICY

Last updated: 15th April 2026

WHO AM I?

This Privacy Policy describes how SwiftScript Document and Transcription Services ("SwiftScript", "I", "me", or "my") collects, uses, and discloses your personal information when you visit www.swiftscript.co.uk (the "Site"), purchase my services, or otherwise communicate with me (collectively, the "Services"). For purposes of this Privacy Policy, "you" and "your" means you as the user of the Services, whether you are a customer, website visitor, or another individual whose information I have collected pursuant to this Privacy Policy.

Please read this Privacy Policy carefully to understand how I use and protect the information that you provide to me. If you do not agree to this Privacy Policy, please do not use or access any of the Services. I, Debra Marchant, am the Data Protection Officer, and can be contacted at:

SwiftScript Document and Transcription Services
Data Protection Officer
7 Barbour Gardens
Colchester
Essex
CO2 9SA
Email: info@swiftscript.co.uk
Mobile: 07707 404505

CHANGES TO THIS PRIVACY POLICY

I may update this Privacy Policy from time to time, including to reflect changes to my practices or for other operational, legal, or regulatory reasons. If I make changes to this policy, I will post the revised Privacy Policy on the website to keep you fully informed of such changes. All changes will take effect at the time of posting and, where appropriate, I may contact you to inform you of any material change and may request your agreement to such changes.

HOW DOES THIS PRIVACY POLICY APPLY

This Privacy Policy explains how I handle the personal information you supply to me when you contact me about providing my services or once you have engaged me to provide my services. The receipt, use, and sharing of personal data is protected by the law, and "personal data" is information about a person that on its own or combined with other information will identify that person. This policy explains how I collect, use, and share your personal data so you can understand how it is used.

INFORMATION THAT I COLLECT FROM YOU

When you contact me, you may volunteer or be asked to provide certain information about yourself, including your name, contact details, and details about your matter, some of this information may be sensitive in nature.

WHAT PERSONAL INFORMATION I COLLECT AND HOW I COLLECT IT

The types of personal information I obtain about you will depend on how you interact with me and use my Services. When I use the term "personal information", I am referring to information that identifies, relates to, describes, or can be associated with you. I will respect the security and confidentiality of your personal data and treat it in accordance with the law.



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In addition to the specific uses set out below, I may use the information I collect about you to communicate with you, provide the Services, comply with any applicable legal obligations, enforce any applicable Terms of Business, and protect or defend the Services, my rights, and the rights of my users or others.

Information that you directly submit to me through my Services may include:

- **Basic contact details** including your name, address, phone number, and email address;
- **Retainer information** including your name, billing address, shipping address, payment confirmation, email address, and phone number;
- **Account information** including your username, password, and security questions;
- **Customer support information** including the information you choose to include in communications with me, for example, when sending a message through the Services;
- **Bank details** and debit or credit card information.

I may collect this information from e-mails, letters, and documents you or others send to me, from publicly available information (including review websites where I have sent you a link to participate), or from phone calls with you or others.

Some features of the Services may require you to directly provide me with certain information about yourself. You may elect not to provide this information, but doing so may prevent you from using or accessing these features.

SENSITIVE DATA (KNOWN AS SPECIAL CATEGORY DATA)

In assisting you with certain matters it is likely that you or third parties may provide me with data that is more sensitive in nature, including, for example, race, ethnic origin, politics, religion, sexual orientation, trade union membership, health and other information treated as sensitive by the General Data Protection Regulations or related laws.

You may withdraw my right to process this sensitive data, but if you do, it may restrict my ability to provide a service to you, and if that proves to be the case, there may become circumstances under which I must close your file.

USE OF YOUR PERSONAL INFORMATION

I will only collect, use, and process your personal information if:

- **I have a legitimate business interest in doing so.** This includes where I am responding to your inquiry, providing you with customer support, and improving my Services. This is in my legitimate interest in order to be responsive to you, to provide effective Services to you, and to maintain my business relationship with you.
- **I have a contractual obligation to you.** I use your personal information to fulfil my contract with you, including processing your payments, fulfilling your requests, sending notifications to you related to your account, purchases, or other transactions, and creating, maintaining, and otherwise managing your account, to arrange for shipping, to facilitate any exchange of documents, and to enable you to post reviews.



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- **Marketing and Advertising.** I may use your personal information to send information that I think may be of interest to you. To determine the effectiveness of marketing, advertising, and promotional campaigns communicated by email, text message, or postal mail, and to show you advertisements for products or services. This may include using your personal information to better tailor the Services and advertising on my website.
- **Security and Fraud Prevention.** I use your personal information to maintain cyber security, and to detect, investigate, or take action regarding possible fraudulent, illegal, or malicious activity. If you choose to use the Services and register an account subscription, you are responsible for keeping your account credentials safe. I highly recommend that you do not share your username, password, or other access details with anyone else. If you believe your account has been compromised, please contact me immediately.
- **Legal obligations.** I may make the information on your file available in connection with your matter if it is necessary for me to comply with my legal obligations, for example, to verify your identity, to verify the source of the funds sent to me, and to record any financial transactions with you.

Under the UK General Data Protection Regulation (GDPR), these are the lawful bases on which I rely to provide requested services to you.

* While I have a legitimate purpose for using your information, to keep you informed of current legal and financial issues, products, and services, that may be of interest, if you prefer not to receive such information then please tick the opt-out box on my engagement letter acknowledgement sheet to ensure you receive only the information you choose. If you have not chosen to opt out, where I have emailed or posted information, you will, on each occasion, have the opportunity to unsubscribe from future messages. You can also ask me to remove you from such mailings at any time, by emailing me at info@swiftscript.co.uk, or writing to SwiftScript at the contact address given above.

COOKIES

Like many websites, mine receives personal information indirectly by using Cookies. For specific information about the Cookies that I use related to the website, please email or write with your queries.

I use Cookies to:

- power and improve the Site and my Services (including to remember your actions and preferences)
- run analytics and better understand user interaction with the Services (in my legitimate interests to administer, improve and optimize the Services)
- I may also permit third parties and service providers to use Cookies on the Site to better tailor the services, products and advertising on the website.

Most browsers automatically accept Cookies by default, but you can choose to set your browser to remove or reject Cookies through your browser controls. Please keep in mind that removing or blocking Cookies can negatively impact your user experience and may cause some of the Services, including certain features and general functionality, to work incorrectly or no longer be available. Additionally, blocking Cookies may not completely prevent how I share information with third parties, such as my advertising partners.



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INFORMATION I COLLECT THROUGH COOKIES

I also automatically collect certain information about your interaction with the Services ("**Usage Data**"). To do this, I may use cookies, pixels and similar technologies ("**Cookies**"). Usage Data may include information about how you access and use my Site and your account, including device information, browser information, information about your network connection, your IP address and other information regarding your interaction with the Services.

INFORMATION I OBTAIN FROM THIRD PARTIES

Finally, I may obtain information about you from third parties, including from vendors and service providers who may collect information on my behalf, such as:

- Companies who support my Site and Services, such as LCN.
- My payment processors, who collect payment information (e.g. bank account, credit or debit card information, billing address) to process your payment in order to fulfil your requests and provide you with products or services you have requested, in order to fulfil my contract with you.
- When you visit my Site, open or click on emails I send you, or interact with my Services or advertisements, I, or third parties I work with, may automatically collect certain information using online tracking technologies such as pixels, web beacons, software developer kits, third-party libraries, and cookies.

Any information I obtain from third parties will be treated in accordance with this Privacy Policy. I am not responsible or liable for the accuracy of the information provided to me by third parties and am not responsible for any third party's policies or practices. For more information, see the section below, *Third Party Websites and Links*.

THIRD PARTY WEBSITES AND LINKS

My Site may provide links to websites or other online platforms operated by third parties, such as payment processors. If you follow links to sites not affiliated or controlled by me, you should review their privacy and security policies and other terms and conditions. I do not guarantee and am not responsible for the privacy or security of such sites, including the accuracy, completeness, or reliability of information found on these sites. Information you provide on public or semi-public venues, including information you share on third-party social networking platforms, may also be viewable by other users of the Services and/or users of those third-party platforms, without limitation as to its use by me or by a third party. My inclusion of such links does not, by itself, imply any endorsement of the content on such platforms or of their owners or operators, except as disclosed on the Services.

HOW I DISCLOSE PERSONAL INFORMATION

Sharing with service providers and third parties

If you engage with me to provide document, virtual assistant, and transcription services, I may disclose your personal information to third parties, including debt recovery agencies and third party service providers, in order to fulfil regulatory requirements related to anti-money laundering and for my own business requirements related to knowing my client. They will add this information to their records and this may be seen by other organisations that carry out credit assessment and fraud prevention searches. Where I engage third party suppliers to provide services that involve processing your personal information provided by me, this processing will be done on my behalf and carried out in accordance with my instructions and this policy.



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Other such circumstances may include:

- With vendors or other third parties who perform services on my behalf (e.g., IT management, payment processing, data analytics, customer support, cloud storage, fulfilment and shipping)
- With business and marketing partners, including LCN, to provide services and advertise to you. My business and marketing partners will use your information in accordance with their own privacy notices
- When you direct, request, or otherwise consent to my disclosure of certain information to third parties, such as to ship you products or through your use of social media widgets or login integrations, with your consent
- With my affiliates in my legitimate interest to run a successful business
- In connection with a business transaction such as a merger or bankruptcy, to comply with any applicable legal obligations (including to respond to summons, search warrants and similar requests), to enforce any applicable terms of service, and to protect or defend the Services, my rights, and the rights of my users or others.

SwiftScript may change its suppliers for its IT solutions at any time, and this may involve transferring all or some of the data I hold from one IT system to another, which means the data may pass via a third party, or be held or stored on my behalf by a new third party provider. If I engage third party providers in connection with my legitimate business purposes set out above, in providing them with your data I will enter into data processing agreements to ensure that data is only processed in accordance with my instructions and on a confidential and secure basis.

SwiftScript may disclose your information to a person to whom it proposes to transfer its rights and/or responsibilities under any contract with you, or to whom SwiftScript transfers its business or a relevant part of its business. Such a person shall be entitled to process your data in the same manner as set out in this policy.

I do not use or disclose sensitive personal information for the purposes of inferring characteristics about you.

Regulators

I may provide your information to regulators and law enforcement agencies where required to do so by law, for the purposes of detecting and preventing fraud or other criminal offences.

USER GENERATED CONTENT

The Services may enable you to post service reviews and other user generated content. If you choose to submit user generated content to any public area of the Services, this content will be public and accessible by anyone.

I do not control who will have access to the information that you choose to make available to others and cannot ensure that parties who have access to such information will respect your privacy or keep it secure. I am not responsible for the privacy or security of any information that you make publicly available, or for the accuracy, use or misuse of any information that you disclose or receive from third parties.



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CHILDREN'S DATA

My Services are not intended to be used by children, and I do not knowingly collect any personal information about children. If you are the parent or guardian of a child who has provided me with their personal information, you may contact me using the contact details set out below to request that it be deleted.

As of the Effective Date of this Privacy Policy, I do not have actual knowledge that I “share” or “sell” (as those terms are defined in applicable law) personal information of individuals under 16 years of age.

SECURITY AND RETENTION OF YOUR INFORMATION

I employ security measures to protect your information from access by unauthorised persons and against unlawful processing, accidental loss, destruction and damage. Please be aware that no security measures are perfect or impenetrable, and I cannot guarantee “perfect security.” In addition, any information you send online may not be secure while in transit. I recommend that you do not use unsecure channels to communicate sensitive or confidential information to me.

DATA RETENTION

Your information will be stored in live electronic files for such a time as is reasonably required for me to fulfil the purpose for which it was collected, and associated purposes for as long as the law requires. Electronic files may be retained indefinitely while you remain an active client, or may be deleted in accordance with my internal deletion policy, where you do not, or they will be deleted sooner, upon your request, provided this does not override my legitimate basis for retaining the information.

If you engage in a subscription for products and services, I will keep your data until you end your subscription in writing, giving me one month's notice to destroy your hard copy documents (by shredding) and all electronic data (by removing all online meta data in all programmes). If you have requested ad hoc one-time services, I will keep your personal and document information for six months, then destroy hard copy documents (by shredding) and all data (by removing all online meta data in all programmes). If you advise me to remove it sooner, I will remove all data within 10 working days.

YOUR RIGHTS AND CHOICES

You are entitled to see the information held about you and you may ask me to make any necessary changes to ensure that it is accurate and kept up to date, or you may object to my use of your data. In some circumstances you may request that your data be deleted, and providing this does not override my legitimate basis for retaining the information, taking account of your fundamental rights, it will be deleted.

- **Right to Access/Know.** You may (in the UK you do) have a right to request access to personal information that I hold about you, including details relating to the ways in which I use and share your information
- **Right to Erasure.** You may (in the UK you do) have a right to request that I delete personal information I maintain about you, in certain circumstances
- **Right to Rectification.** You may (in the UK you do) have a right to request that I correct inaccurate personal information I maintain about you, and to delete information you think is incomplete



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- **Right to Data Portability.** You may (in the UK you do) have a right to ask that I transfer the personal information you gave me to another organisation or to you, in certain circumstances and with certain exceptions
- **Right to Limit and/or Opt Out of Use and Disclosure of Sensitive Personal Information.** You may (in the UK you do) have a right to direct me to limit my use and/or disclosure of sensitive personal information to only what is necessary to perform the Services or provide the product reasonably expected by an average individual
- **Restriction of Processing:** You may (in the UK you do) have the right to ask me to stop or restrict my processing of your personal information in certain circumstances
- **Withdrawal of Consent:** Where I rely on consent to process your personal information, you may (in the UK you do) have the right to withdraw this consent
- **Managing Communication Preferences:** I may send you promotional emails, and you may opt out of receiving these at any time by using the unsubscribe option displayed in emails sent to you. If you opt out, I may still send you non-promotional emails, such as those about your account or orders that you have made.

You may exercise any of these rights by contacting me using the contact details provided below.

I will not discriminate against you for exercising any of these rights. I may need to collect information from you to verify your identity, such as your email address or account information, before providing a substantive response to the request. In accordance with applicable laws, you may designate an authorised agent to make requests on your behalf to exercise your rights. Before accepting such a request from an agent, I will require that the agent provide proof you have authorised them to act on your behalf, and I may need you to verify your identity directly with me. I will respond to your request in a timely manner as required under applicable law.

You are not required to pay any charges for exercising your rights.

Complaints

If you have concerns about how I process your personal information, please contact me using the contact details provided below. You can also write to the ICO at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF, 0303 123 1113, www.ico.org.uk

Contact

For the purpose of applicable data protection laws, Debra Marchant is the controller of your personal information. Should you have any questions about my privacy practices or this Privacy Policy, or if you would like to exercise any of the rights available to you, please email info@swiftscript.co.uk or write to The Data Protection Officer, 7 Barbour Gardens, Colchester CO2 9SA, UK.



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