

Cosy Networks – Privacy Policy

Effective Date: 2025-06-09

1. Introduction

Cosy Networks is committed to safeguarding your privacy and ensuring your personal data is protected. This Privacy Policy explains how we collect, use, store, and protect your information when you use our website (www.cosynetworks.com), contact us, or use our services.

2. Who We Are

Cosy Networks

Email: info@cosynetworks.com

Phone: 01202 596527

We provide business communications solutions including VoIP, broadband, hosted telephony, call recording, WiFi, CRM integration, and network installations across the UK.

3. What Information We Collect

We may collect and process the following types of information:

- Contact details: Name, business name, email address, phone number, postal address
- Service information: Details about your business, services you enquire about or purchase, and technical support requests
- Website usage data: IP address, browser type, operating system, referring URLs, pages viewed, and access times
- Communication records: Emails, messages via our website, live chat, Facebook Messenger, and support calls

- Cookies and tracking technologies: To enhance your website experience (see our Cookie Policy)

4. How We Use Your Information

We use your information to:

- Provide and manage our services to you
- Respond to enquiries and provide customer support
- Process orders and manage contracts
- Improve our website, services, and customer experience
- Send important service updates or relevant marketing communications (with your consent)
- Comply with legal and regulatory obligations

5. Sharing Your Information

We do not sell your personal information. We may share information with:

- Trusted service providers and partners who assist in delivering our services (e.g., telecoms wholesalers, CRM integration partners)
- Legal or regulatory authorities if required by law
- Third-party platforms for communication (e.g., Facebook Messenger, live chat)

All third parties are required to respect the security of your data and treat it in accordance with the law.

6. Data Security

We take appropriate technical and organisational measures to protect your data against loss, misuse, or unauthorised access. This includes secure storage, access controls, and encrypted communications where appropriate.

7. Data Retention

We retain your personal data only as long as necessary to fulfil the purposes for which it was collected, including legal, accounting, or reporting requirements. You can request deletion of your data at any time (subject to our legal obligations).

8. Your Rights

Under UK data protection law, you have the right to:

- Access the personal data we hold about you
- Request correction of inaccurate data
- Request erasure of your data (where applicable)
- Object to or restrict certain processing
- Withdraw consent for marketing at any time

To exercise your rights, contact us at info@cosynetworks.com.

9. Cookies

Our website uses cookies to enhance your experience and analyse website usage. You can control cookie preferences through your browser settings. For more details, see our [Cookie Policy](#).

10. Changes to This Policy

We may update this Privacy Policy from time to time. The latest version will always be posted on our website. Please check this page regularly for updates.

11. Contact Us

If you have any questions or concerns about this Privacy Policy or how we handle your data, please contact us at info@cosynetworks.com or call 01202 596527.