

Privacy Policy

SKYLARK SPHERE LTD

Version 1.0

Effective 22 September 2026

Next review September 2027

Owner: Director

Summary. This policy explains what personal data SKYLARK SPHERE LTD collects, why we collect it, how long we keep it and the rights you have.

Who we are

SKYLARK SPHERE LTD (“we”, “us”) is a private limited company registered in England and Wales, company number 17031142. We are the controller of personal data collected through this website.

SKYLARK SPHERE LTD
443 Basingstoke Road
Reading, England, RG2 0JF

For any privacy question or request, use the contact form on our home page or write to us at the address above.

Visitors to this website

Contact form

When you send us a message we collect your name, email address, company name (optional) and your message. We use this only to reply to your enquiry and to keep a record of our correspondence. Our lawful basis is our legitimate interest in responding to enquiries. Where you are asking about our services, it is also taking steps at your request before entering into a contract. We keep enquiries for up to 24 months after our last contact.

Server logs

Our web server records technical information about each request, such as IP address, browser type and the page requested. We use these logs only to keep the website secure and working, and keep them for a limited period.

Cookies

This website does not set cookies and does not use analytics or advertising trackers.

Fonts and images

This website loads its typeface from Google Fonts and some photographs from Unsplash, so your browser connects to their servers and shares your IP address with them. See Google's privacy policy and Unsplash's privacy policy.

Data we process for our clients

When businesses use our software, integrations or services, we may process personal data on their behalf. This can include order information from the online sales channels and marketplaces they connect, such as buyer names, delivery addresses and order details. In this role we act as a data processor, and the business is the data controller. We:

- process this data only to provide the service the business has authorised, and never sell it or use it for advertising or profiling;
- limit access to authorised personnel who need it to deliver the service;
- encrypt data in transit and keep access credentials and tokens in secure, access-restricted storage;
- help the business, and where relevant the marketplace platform, respond to requests from individuals to access, correct or delete their data;
- notify the business and relevant platform partners without undue delay if we become aware of a personal data breach affecting their data;
- delete the data within 30 days when the service ends or the authorisation is revoked, unless the law requires us to keep it.

Where your data is stored

Our website and systems are hosted in a data centre in Germany, within the European Economic Area. The UK recognises the EEA as providing adequate protection for personal data.

Who we share data with

We do not sell personal data. We share it only with service providers who help us run our business, such as our hosting provider, and where the law requires it.

How we protect data

We use encrypted connections (HTTPS), firewalls, access controls, multi-factor authentication and regular security updates. See our trust centre for our published security policies.

Your rights

Under UK data protection law you have the right to access the personal data we hold about you, to have it corrected or deleted, to restrict or object to how we use it, and to receive a copy in a portable format. To use any of these rights, contact us using the details above. We will reply within one month.

If you are unhappy with how we have handled your data, you can complain to the Information Commissioner’s Office (ICO) at ico.org.uk. We would appreciate the chance to resolve your concern first.

Changes to this policy

We review this policy regularly and will publish any changes on this page with a new effective date.

Document	Privacy Policy
Organisation	SKYLARK SPHERE LTD (company no. 17031142)
Version	1.0, approved by the Director on 22 September 2026
Review	At least annually, and after any significant incident or change. Next review: September 2027.

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