

## Website Privacy Notice

**Last updated:** 7 October 2026

### 1. Who we are

Bixi Consulting Limited (“Bixi”, “we”, “us” or “our”) is the controller of personal information collected through this website, [bixiconsulting.com](https://bixiconsulting.com). Our company number is 17271339. You can contact us about this notice or our use of personal information at [connect@bixiconsulting.com](mailto:connect@bixiconsulting.com)

### 2. Information we collect

When you use our contact form, we collect the name, email address and message you provide. We may also collect information you choose to give us in later correspondence. Our website and hosting, security and caching services may process limited technical information, such as your IP address, browser or device information, access times and requested pages, where necessary to deliver and protect the website.

### 3. How and why we use your information

- **To respond to enquiries and discuss potential work.** We use contact-form and correspondence information for our legitimate interests in communicating with prospective clients and contacts, and where relevant to take steps at your request before entering into a contract.
- **To deliver and administer services.** If an enquiry develops into work, we use relevant information to perform our contract and manage the relationship.
- **To operate and secure the website.** We use necessary technical information for our legitimate interests in providing a reliable, secure website and preventing misuse.
- **To meet legal obligations.** We may use or retain information where required by law, regulation or a valid request from an authority.

### 4. Contact-form submissions

Our contact form is provided through Kadence Blocks. It sends the name, email address and message you submit to us by email. WP Mail SMTP is used to support reliable email delivery. Based on our current configuration, we do not use the form to create public accounts or comments, and no separate form-submission storage in WordPress has been identified.

## 5. Cookies and analytics

The website may use cookies or similar technologies that are necessary for security, core WordPress functions and site performance. Google Analytics is not currently connected through MonsterInsights, so we do not currently use MonsterInsights to set Google Analytics cookies or measure visitor activity. If we introduce analytics or other non-essential tracking, we will update this notice and obtain consent where required before activating it.

## 6. Who we share information with

We may share personal information only where necessary with service providers that support our website, hosting, security and email delivery; professional advisers; and regulators, courts or public authorities where required by law. These organisations may act as processors on our behalf or as independent controllers. We do not sell personal information.

## 7. International transfers

Some service providers may process personal information outside the UK. Where this happens, we require an appropriate safeguard recognised by UK data protection law, such as UK adequacy regulations or approved contractual protections, unless an exception applies.

## 8. How long we keep information

We keep personal information only for as long as needed for the purpose for which it was collected and to meet legal, accounting or reporting requirements. Enquiries that do not lead to work are normally kept for 12 months. If an enquiry leads to a client relationship, relevant correspondence may be retained with the client record in line with Bixi's business retention requirements. Technical security records are retained only for the period needed to operate and protect the website.

## 9. Your rights

Depending on the circumstances, you may have rights to ask us for access to your personal information, correction of inaccurate or incomplete information, deletion, restriction of processing, data portability, or to object to certain processing. Where we rely on consent, you may withdraw it at any time. These rights are not absolute and exemptions may apply. To exercise a right, contact us using the details above.

## 10. Complaints

Please contact us first if you have concerns about how we use your personal information. You also have the right to complain to the Information Commissioner's Office (ICO), the UK data protection regulator, through its website at [ico.org.uk](https://ico.org.uk).

## 11. Changes to this notice

We may update this notice if our website, services or legal obligations change. The latest version will be published on this page with its updated date.