

PRIVACY POLICY

VOIPHUB TECHNOLOGIES LIMITED

Last updated: 2 February 2026

1. Introduction

This Privacy Policy explains how **VOIPHUB TECHNOLOGIES LIMITED** (“Voiphub”, “we”, “us”) collects, uses, stores and protects personal data.

We are committed to processing personal data lawfully, fairly and transparently in accordance with the **UK General Data Protection Regulation (UK GDPR)** and the **Data Protection Act 2018**.

Our services are provided **exclusively on a business-to-business (B2B) basis**.

2. Who We Are

VOIPHUB TECHNOLOGIES LIMITED

A company incorporated in Scotland, United Kingdom

For the purposes of UK GDPR, Voiphub acts as **data controller** in respect of personal data processed through its website and business operations.

Contact (privacy): privacy@voiphub.com

Contact (legal): legal@voiphub.com

3. Scope of This Policy

This Policy applies to personal data processed when you:

- visit <https://voiphub.com>;
- contact us or communicate with us;
- act on behalf of a customer, supplier or business partner;
- use or enquire about our telecommunications services.

Voiphub does **not intentionally provide services to consumers or children**.

4. Categories of Personal Data

Depending on the context, we may process the following categories of personal data:

4.1 Business and Contact Data

- name, job title, company name;
- business email address and telephone number;

- correspondence and support communications.

4.2 Account, Billing and Compliance Data

- corporate registration and KYB/KYC information;
- details of directors, beneficial owners or authorised persons;
- billing, invoicing and payment references;
- compliance and due-diligence records.

4.3 Traffic and Technical Metadata

- IP addresses, timestamps and routing information;
- call detail records (CDRs) and messaging metadata;
- fraud-prevention, security and quality-monitoring logs.

Voiphub does **not intentionally process call or message content**, except where required for fraud prevention, quality assurance, legal compliance or dispute investigation.

4.4 Website and Usage Data

- cookies and similar technologies;
- device, browser and usage statistics.

5. Purposes and Lawful Bases

We process personal data only where permitted by law, including:

Purpose	Lawful basis
Provision and management of services	Performance of a contract
Customer onboarding and KYB/KYC	Legal obligation
Fraud prevention and network security	Legitimate interests
Billing, accounting and tax compliance	Legal obligation
Website security and analytics	Legitimate interests
Communications and support	Legitimate interests

6. Data Retention

We retain personal data **only for as long as necessary**, including:

- **Billing, accounting and tax records:** up to 6 years
- **Traffic metadata and security logs:** up to 6 years
- **Compliance and due-diligence records:** as required by law or regulation
- **Communications:** for operational or legal purposes

Where possible, data may be anonymised or aggregated.

7. Data Sharing and Recipients

We may share personal data with:

- telecommunications operators and interconnection partners;
- payment service providers and financial institutions;
- IT, hosting, security and infrastructure providers;
- professional advisers (legal, compliance, audit);
- regulators, courts or law-enforcement authorities where required by law.

All recipients are required to apply appropriate confidentiality and security measures.

8. International Transfers

Where personal data is transferred outside the United Kingdom, we ensure appropriate safeguards, including:

- UK adequacy regulations;
- standard contractual clauses (SCCs) or UK IDTA;
- equivalent contractual protections.

9. Data Security

Voiphub implements technical and organisational measures to protect personal data, including access controls, monitoring, incident-response procedures and security best practices appropriate to the nature of the data processed.

10. Your Rights

Subject to applicable law, you may have the right to:

- access your personal data;
- rectify inaccurate or incomplete data;
- request erasure where legally applicable;
- restrict or object to processing;
- data portability;
- lodge a complaint with the UK Information Commissioner's Office (ICO).

Requests may be submitted to privacy@voiphub.com.

11. Cookies

Our use of cookies and similar technologies is described in our **Cookies Policy**, available on our website.

12. Changes to This Policy

We may update this Privacy Policy from time to time.

The current version will always be published on our website with the applicable revision date.

13. Contact

VOIPHUB TECHNOLOGIES LIMITED

Email: **privacy@voiphub.com**

Legal: **legal@voiphub.com**