

# 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](mailto:privacy@voiphub.com)  
**Contact (legal):** [legal@voiphub.com](mailto: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](mailto: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](mailto:privacy@voiphub.com)

Legal: [legal@voiphub.com](mailto:legal@voiphub.com)