LANON IT Services Ltd — Website Privacy Policy

Version 2.0 — For lanon.co.uk website users

Last updated: 12 November 2026

LANON IT Services Ltd ("we", "us", "our") is committed to protecting your privacy and handling your personal data responsibly.

This Website Privacy Policy explains how LANON IT Services Limited handles personal information collected through LANON.co.uk, including website visits, enquiries and related pre-contract communications. It does not describe all personal information processing carried out as part of delivering LANON's managed IT or other customer services.

If you have any questions, you can contact us at info@lanon.co.uk.

1. Who We Are

LANON IT Services Ltd

Company No. 17058276

Registered in England and Wales

Registered office: International House, 100 Menzies Road, Hastings, TN38 9BB

Email: info@lanon.co.uk

Phone: (01424) 300 375

We act as the data controller for the personal data collected through this website.

We are registered with the Information Commissioner's Office (ICO) as a data controller. Our registration reference is ZC182328.

LANON IT Services Ltd also trades as TechKeptSimple (techkeptsimple.co.uk). The same company is the data controller in both cases. If you use TechKeptSimple as a home customer, the TechKeptSimple Privacy Policy on techkeptsimple.co.uk explains how we use personal data for that consumer service.

2. What Personal Data We Collect

We may collect the following information when you use our website:

Information you provide directly

- Name
- Email address
- Phone number
- Business name
- Any information you include in contact form messages or other messages you send us

Information collected automatically

- IP address
- Browser type and version
- Device information
- Pages visited and the date and time of the visit
- Referral source, if available
- Cookie and similar-technology data (see our Cookie Policy)

The website is built and hosted on the Wix platform and is delivered via Cloudflare. Technical information of this kind is collected by those platform services as part of hosting, security and delivering the pages. A read-only review of lanon.co.uk on 10 November 2026 did not find Google Analytics, Google Tag Manager, Meta Pixel, Google Ads, Hotjar or similar advertising pixels in the page HTML, linked scripts or custom embeds. See the Cookie Policy for the cookies we use.

3. How We Use Your Information

We use your personal data for the following purposes:

- Responding to enquiries submitted through the website
- Providing information about our services
- Operating, securing and maintaining the website
- Maintaining internal records
- Complying with legal obligations

We do not sell your data or use it for unrelated marketing without your consent.

4. Our Legal Basis for Processing

Under UK GDPR, we rely on the following lawful bases:

- **Legitimate interests** — responding to website enquiries, operating and securing our website, and keeping records of those enquiries
- **Consent** — where you opt in to receive marketing communications, or where the law requires consent (for example some non-essential cookies)
- **Legal obligation** — where we must retain certain records for compliance

5. How We Store and Protect Your Data

Your data is stored securely using appropriate technical and organisational safeguards.

We use trusted third-party providers to help us operate the website and related website administration, including:

- Wix (website hosting, forms and related platform services)
- Cloudflare (content delivery and security, as observed on the live site)
- Microsoft 365 (email and document storage)

We take reasonable steps to protect your information from loss, misuse or unauthorised access.

6. How Long We Keep Your Data

We retain personal data only for as long as necessary:

- Enquiry form submissions: up to 12 months
- Technical or security logs collected by our website platform: according to the settings of that platform
- Legal or contractual data: as required by law

You can ask us to delete your personal data. We will do so where the right to erasure applies. We may need to keep some information where the law requires it, for example tax or accounting records, or where we need it to deal with a complaint or claim.

7. Sharing Your Information

We may share your data with trusted third parties who help us operate the website, such as:

- Our website hosting and security providers (currently Wix and Cloudflare)
- Our email and document storage provider

These providers process your data to provide their services to us. They are not permitted to use it to sell their products to you on our behalf.

We do not sell or rent your personal data.

Some of these providers may process information outside the United Kingdom. Where they do, we rely on safeguards recognised under UK data protection law, such as UK adequacy regulations or the ICO's International Data Transfer Agreement or Addendum, and the provider's own terms. Providers who may process data outside the UK include, for example, Microsoft 365.

The live website is delivered through Wix and Cloudflare infrastructure. Responses checked on 10 November 2026 indicated that pages may be served via non-UK locations. That does not, on its own, describe every place data is stored.

8. Your Rights Under UK GDPR

You have the right to:

- Access your personal data
- Correct inaccurate information
- Request deletion ("right to be forgotten"), in the circumstances the law allows
- Object to processing
- Restrict processing
- Request data portability, where that right applies
- Withdraw consent at any time, where we are relying on consent

To exercise any of these rights, email info@lanon.co.uk or write to us at the registered office above.

You also have the right to complain to the Information Commissioner's Office (ICO), the UK regulator for data protection.

Information Commissioner's Office

Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

Website: https://ico.org.uk

Telephone: 0303 123 1113

We would welcome the chance to deal with your concern first.

9. Cookies

Our website uses cookies and similar technologies as described in our Cookie Policy. You can manage cookies through your browser settings.

10. Links to Other Websites

Our website may contain links to external sites, including Companies House, the ICO, LinkedIn, Calendly and our Zoho invoice portal. We are not responsible for the privacy practices of those websites.

11. Changes to This Policy

We may update this Privacy Policy from time to time. Any changes will be posted on this page with an updated “Last updated” date.

12. Contact Us

LANON IT Services Ltd

Registered office: International House, 100 Menzies Road, Hastings, TN38 9BB

Email: info@lanon.co.uk

Phone: (01424) 300 375