

PRIVACY POLICY

Last Updated: 17/06/2026

Custodia RMS ("we", "us", or "our") is committed to protecting the privacy and security of our users. This Privacy Policy explains how we collect, use, disclose, and protect your information when you use our Platform.

1. Information We Collect

We collect information that helps us provide our services to you. This includes:

Account Information: Name, email address, company name, and contact details provided during registration.

User Content: Documents uploaded to the Platform (e.g., fire safety certificates, building plans, site records), your "Golden Thread" files, and any data entered the Platform.

Staff Data: Information regarding staff members added to your account by the Owner (names, roles, and access levels).

Technical Data: IP addresses, browser types, device information, and usage patterns collected via cookies and analytics.

2. How We Use Your Information

We use your information to:

- Provide and maintain the Platform.
- Manage subscriptions and process payments.
- Generate alerts and actionable events (including those suggested by our AI models).
- Communicate with you regarding account updates, security alerts, and support.
- Improve our Platform through analytics and AI training (where permitted by your account settings).

3. AI Processing and Automated Data Analysis

Custodia RMS utilises AI models (including Large Language Models) to analyse uploaded documents.

Review Requirement: We do not use AI-generated outputs as final legal truth. We provide these as "suggestions" for the user to review and approve.

Processing: Your documents are processed by our AI models on our private servers (Hetzner). We do not "sell" your documents to train public AI models.

4. Third-Party Service Providers

We do not sell your personal data. However, we share data with trusted third-party service providers to run our business:

Hosting & Storage: We use Hetzner and Scaleway for server hosting, database management, and object storage.

Payments: We use [e.g., Stripe/PayPal] to process subscription payments.

Analytics: We may use [e.g., Google Analytics] to understand how users interact with our site.

Data Processing Agreement: We ensure that our service providers are bound by data processing agreements to keep your data secure.

5. Data Security

We implement industry-standard security measures to protect your data:

Encryption: Data is encrypted during transit and at rest.

Secure Hosting: We use reputable infrastructure providers (Hetzner, Scaleway) to ensure high availability and security.

Access Control: Only authorised personnel at Custodia RMS can access the backend data to maintain the service.

6. Data Retention and Deletion

Retention: We retain your data if your account is active.

Storage Optimisation: To manage storage costs, we may archive older, inactive documents. However, you will be notified before any major data archiving occurs.

Account Deletion: If you close your account, you will be provided with a window of time to download your data (e.g., a ZIP file). After this period, we will delete your data from our active databases to comply with data minimisation principles.

7. Your Rights (UK GDPR)

Under UK GDPR, you have the following rights:

Access: The right to request a copy of the data we hold about you.

Correction: The right to request that we correct inaccurate information.

Erasure: The right to request that we delete your personal data ("Right to be Forgotten").

Withdraw Consent: You can withdraw consent for certain types of data processing (like marketing) at any time.

To exercise these rights, please contact us at support@custodia-rms.co.uk.

8. Cookies

We use cookies to improve your experience. You can manage your cookie preferences through your browser settings. See our Cookie Policy for more details on specific cookie types.

9. Contact Us

If you have any questions about this Privacy Policy or our data practices, please contact us at:

Custodia RMS

Email: support@custodia-rms.co.uk

Address: 2 Forest Farm Business Park, Fulford, York, YO19 4RH