



Privacy Policy: Surivon UK

Effective Date: 15/02/2026

Data Controller or DPO (Data Protection Officer): Mr. Wagner Victor dos Santos
Penteado, trading as Surivon UK

Website: www.surivonuk.co.uk

DPO email: contact@surivonuk.co.uk

Surivon UK (“we”, “our”, “us”) is committed to protecting the privacy of all individuals.

This Privacy Policy explains how personal data is collected, used, stored, and shared in accordance with the UK GDPR and the Data Protection Act 2018.

It also outlines the rights of data subjects and provides information on how to contact the company or the relevant supervisory authority in case of any concerns.

1. Information We Collect

We may collect and process the following categories of personal data:

a) Personal Identifiers

- Name
- Email address
- Phone number
- Billing and delivery addresses

b) Service Information

- Booking details
- Sales Support Service preferences

- Lead Generation Service preferences
- Interpreting requests
- Travel services

c) Payment Information

- Payment data processed through secure third-party providers
- We do not store sensitive card information on our servers

d) Technical and Usage Data

- IP address
- Browser type and version
- Operating system, device type
- Pages visited, session duration, click behaviour (via analytics tools such as IONOS Site Analytics)

e) Communication Data

- Emails, forms, messages
- Any information voluntarily submitted through the website or other communication channels

f) Children's Data

- Our services and website are not directed to children, and we do not knowingly collect data from individuals under 16 years of age.
- If we become aware that we have collected personal data from individuals under 16 without parental consent, we will take steps to delete it promptly.

2. How We Collect Data

Data may be collected in several ways, including:

- Through forms submitted on our website
- Through emails, messages, videos, or phone communications
- Through service bookings
- Through cookies and analytics tools
- Through third-party service providers involved in delivering our services

We may collect and record information during interpretation sessions, including via face-to-face sessions, via phone or video calls, for the purpose of providing our services safely and effectively. All such data is treated in accordance with this Privacy Policy and retained only as necessary for operational, legal, or safeguarding purposes.

3. How We Use Data

We use data to:

- Provide and manage services, bookings, and agreements
- Process payments securely
- Communicate updates or changes regarding services
- Improve website functionality and user experience
- Comply with legal or regulatory obligations
- Assist with safeguarding obligations when applicable
- To facilitate service bookings, Surivon UK uses third-party platforms, including BookingPress. These platforms may collect and process client information, such as name, email, phone number, and booking details, solely to enable the delivery of services.
- All third-party providers are required to handle data in compliance with the UK Data Protection Act 2018 and the General Data Protection Regulation (GDPR). By using our services, clients consent to this processing of their data by Surivon UK and its trusted third-party service providers.

4. Legal Basis for Processing

We process personal data based on:

- Consent
- Contractual necessity
- Legal obligation
- Legitimate interests (e.g., improving our services, preventing fraud, protecting business operations)

We maintain internal records of our lawful basis assessments as required by UK GDPR.

5. Sharing Data

We do not sell personal data.

We may share data with:

- Payment processors for secure transactions
- Website and analytics service providers

- Third-party providers necessary for delivering services (e.g., interpreters, travel-related suppliers)
- Legal or regulatory authorities where legally required or in safeguarding cases

International data transfers are protected by appropriate legal safeguards such as Standard Contractual Clauses.

6. Data Security

We implement technical and organisational measures to protect personal data, including:

- SSL/TLS encryption
 - Secure servers and restricted access
 - Staff training in data protection
 - Regular reviews of internal procedures
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7. Data Retention

We retain personal data only as long as necessary for the purposes for which it was collected, in accordance with UK data protection and record-keeping laws:

- Client and service data: retained for the duration of the engagement plus 6 years (for legal and tax compliance)
 - Legal basis: UK GDPR and Data Protection Act 2018; Companies Act 2006 (Section 388); HMRC Record Keeping Requirements
- Communications submitted through the website: retained for up to 5 years
 - Legal basis: UK GDPR and Data Protection Act 2018 (data minimisation and storage limitation principles)
- Website analytics: typically retained for up to 8 weeks (where possible anonymised)
 - Legal basis: UK GDPR, Data Protection Act 2018, and Privacy and Electronic Communications Regulations (PECR)
- Safeguarding information: stored and retained in accordance with UK law
 - Legal basis: Children Act 1989 and 2004, Safeguarding Vulnerable Groups Act 2006, and Working Together to Safeguard Children (2018)

After these periods, data is securely deleted or anonymised.

8. Rights Under UK GDPR

Clients have the right to:

- Access their personal data
- Rectify inaccurate or incomplete data
- Request erasure of their data when applicable
- Restrict processing under certain conditions
- Object to processing based on legitimate interests or direct marketing
- Withdraw consent at any time
- Request data portability

Requests should be sent to: contact@surivonuk.co.uk and we will respond within one month.

9. Cookies and Tracking

We use cookies and third-party tracking to provide a better user experience.

We obtain consent for non-essential cookies in accordance with the Privacy and Electronic Communication Regulations (PECR).

Types of cookies used:

- Strictly necessary cookies: required for basic website functions
- Analytics cookies: measure website usage and performance
- Functional cookies: remember user preferences

Clients may manage or disable cookies via their browser settings.

Instructions are available on the support pages of Chrome, Firefox, Safari, and Edge.

10. Third-Party Links

Our website may contain links to external websites.

We are not responsible for their content or privacy practices.

We recommend reviewing the privacy policies of any external sites clients visit.

11. Automated Decision-Making

We do not use automated decision-making or profiling that produces legal or significant effects on clients.

12. Changes to This Privacy Policy

- We may update this Privacy Policy periodically.
 - The most recent version will always be available on our website.
 - We recommend reviewing it regularly.
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13. How to Complain

If clients are not satisfied with our response, they can lodge a complaint with the UK's Information Commissioner's Office (ICO).

The Information Commissioner's Office (ICO) is the UK's independent authority responsible for upholding information rights and enforcing data protection laws, including the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

If clients have concerns about how their personal data has been handled or believe their data protection rights have been violated, they have the right to lodge a complaint with the ICO.

Clients can contact the ICO or make a complaint via their website: <https://ico.org.uk/make-a-complaint/>

If clients have concerns about how their data is handled, please contact us at:

contact@surivonuk.co.uk

14. Contact Information

For any questions regarding this Privacy Policy:

- Email: contact@surivonuk.co.uk
- Phone: +44 7710891694
- Instagram: [@surivonuk](#)
- Facebook: Surivon UK
- LinkedIn: Surivon UK

Surivon UK

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