

Privacy Notice

Document control	
ITEM	DETAIL
Organisation	InnoRail International Limited, Company No. 17055194, registered in England and Wales
Registered office	71 to 75 Shelton Street, London, WC2H 9JQ
Operating office	Electric Works, 3 Concourse Way, Sheffield, S1 2BJ
Owner	Tim Jones, Chief Technology Officer and Data Manager
Version	1.0
Approved	Tim Jones, Chief Technology Officer, July 2026
Next review	July 2027, or sooner if our website, apps portal or use of personal data changes
Applies to	www.innorail.co.uk and apps.innorail.co.uk
Related documents	Data Protection Policy and Privacy Notice; Cookie Notice; Vulnerability Management Policy

1. Who we are

This notice explains how InnoRail International Limited ("InnoRail", "we", "us") uses personal data collected through our website, www.innorail.co.uk, and our apps portal, apps.innorail.co.uk. We are the controller of the personal data described in this notice. Our ICO registration is ZB502494, held by our sister company InnoRail UK Ltd.

This notice is a summary for website and apps portal users. Our full Data Protection Policy and Privacy Notice covers all the personal data we handle and takes precedence if the 2 ever differ. It is published at apps.innorail.co.uk/policies/dataprotection-policy.pdf.

2. What we collect and why

WHAT	WHY	LAWFUL BASIS	HOW LONG WE KEEP IT
Contact form: your phone number, email address, the topic you choose and your message	To answer your enquiry and follow it up	Legitimate interests in responding to people who contact us	2 years from your last contact, unless it leads to a contract
Emails and calls to enquiries@innorail.co.uk or 0330 133 3747	To answer your enquiry and follow it up	Legitimate interests	2 years from your last contact, unless it leads to a contract
Apps portal: requests for access, and the names, work email addresses, sign in and activity logs of account holders	To provide secure access to our software services and support them	Contract, and legitimate interests in keeping our services secure. Where an account is provided for a customer, we act as that customer's processor	As agreed with the customer in the contract
Basic technical data, such as IP address and browser type, recorded in server logs	To keep the website and apps portal secure and working	Legitimate interests in running a secure service	For a short period, then deleted automatically

We only ask for what we need. Please do not include sensitive personal information in the contact form. We do not sell your data, use it for automated decision making or profiling, or use it to train AI models.

3. Cookies

Our website does not use advertising or analytics cookies. The apps portal uses only the cookies it needs to sign you in and keep your session secure. Our Cookie Notice gives the details.

4. Who we share it with

We share personal data only where we need to, with the suppliers who host and support our website, apps portal and email, under contracts that require them to protect it. Our software services are hosted by Amazon Web Services in the United Kingdom. We may also share data where the law requires it.

We keep personal data in the United Kingdom. If we ever need to transfer it outside the UK, we will do so only with appropriate safeguards in place, as set out in our full policy.

5. How we protect it

We protect personal data with encryption, named user accounts, multi factor authentication, role based access and audit logging. Our sister company InnoRail UK Ltd holds Cyber Essentials certification. More detail is in our full policy and our Vulnerability Management Policy, published at apps.innorail.co.uk/policies/vulnerability-management-policy.pdf.

6. Your rights

You have the right to:

- get a copy of your personal data; have
- inaccurate data corrected;
- have your data deleted in some circumstances; restrict or object to
- our use of your data in some circumstances; have data you gave us
- transferred to another organisation; withdraw consent at any time,
- where we rely on consent.

We respond within 1 month, free of charge in most cases, and may ask you to confirm your identity first.

7. Contact and complaints

For any question about this notice or your personal data, or to use your rights, contact our Data Manager, Tim Jones:

- Email: privacy@innorail.co.uk
- Post: Data Manager, InnoRail International Limited, Electric Works, 3 Concourse Way, Sheffield, S1 2BJ

If you are unhappy with how we have handled your data, please tell us first so we can put it right. You also have the right to complain to the Information Commissioner's Office (ICO) at ico.org.uk/make-a-complaint, or on 0303 123 1113.

8. Review

We review this notice at least once a year and whenever our use of personal data changes. The version and date above show when it was last updated.