



GEOXPHERE

WEBSITE PRIVACY POLICY

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Version	Date	Author	Changes
1	10/06/2026	C Mewse	Latest version in new format.

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2. INTRODUCTION

Geosphere Ltd is committed to protecting your privacy and handling your personal data fairly, lawfully and transparently. This Privacy Policy explains how we collect, use, store and protect personal information when you visit our website or contact us. It should be read alongside our Accessibility Statement.

3. DATA CONTROLLER

For the purposes of UK data protection law, the data controller is:

Geosphere Ltd

Registered in England and Wales, Company No. 10284537

Email: support@geosphere.com

Phone: +44 (0) 1256 586 061

4. DATA PROTECTION LEGISLATION

This Privacy Policy is provided in accordance with:

- [UK General Data Protection Regulation \(UK GDPR\)](#)
- [Data Protection Act 2018](#)
- [Privacy and Electronic Communications Regulations \(PECR\)](#)

5. PERSONAL DATA WE COLLECT

Depending on how you interact with us, we may collect the following categories of personal data:

Contact information — name, email address, telephone number and postal address, collected when you submit an enquiry, request a demo or contact us directly.

Correspondence information — details of your enquiry or request, and information you supply in forms, emails or telephone conversations.

Account information — login credentials, account preferences and usage data for customers of our Parish Online and XMAP platforms, collected during onboarding and use of those services.

Website information — IP address, browser type, operating system, pages visited, referring URL, and time and date of access, collected automatically when you browse our website.

6. HOW WE USE PERSONAL DATA

We use personal data for the following purposes:

- Responding to enquiries and providing customer support
- Delivering and administering our software platforms and services
- Sending service-related communications, including updates and renewal notices
- Sending marketing communications where you have given consent or where we have a legitimate interest to do so, with an opt-out provided in every communication
- Improving our website and services through aggregated analytics
- Meeting our legal and contractual obligations

7. LAWFUL BASIS FOR PROCESSING

We process personal data under one or more of the following lawful bases:

Contract — processing necessary to deliver services under a contract with you or your organisation

Legitimate interests — for business development, security monitoring and improving our services, where those interests are not overridden by your rights

Consent — for marketing communications and non-essential cookies, where you have opted in

Legal obligation — where processing is required to comply with applicable law

8. SHARING PERSONAL DATA

We do not sell personal data. We may share it with:

- Service providers acting as data processors on our behalf, including cloud hosting, email delivery and analytics providers, under written agreements that restrict their use of data to our instructions
- Our sister organisation Local Authority Technology CIC, where services are delivered jointly
- Legal or regulatory authorities, where we are required to do so by law

9. INTERNATIONAL TRANSFERS

We primarily store and process data within the United Kingdom and the European Economic Area. Where personal data is transferred outside the UK, we ensure that appropriate safeguards are in place in accordance with UK GDPR, including adequacy regulations or International Data Transfer Agreements.

10. HOW LONG WE KEEP INFORMATION

We retain personal data only for as long as necessary for the purpose for which it was collected, or as required by law or contract. Customer account data is retained for the duration of the contract and for a period of up to six years thereafter in accordance with statutory limitation periods. Website analytics data is retained in anonymised or aggregated form. When data is no longer required, it is securely deleted or destroyed.

11. SECURITY OF PERSONAL DATA

We use appropriate technical and organisational measures to protect personal data against unauthorised access, loss, alteration or disclosure. These include encrypted connections, access controls, secure infrastructure hosted on AWS, and regular review of security arrangements.

12. YOUR RIGHTS

Under UK GDPR you have the right to: be informed about how your data is used; access a copy of data held about you; have inaccurate data corrected; request erasure where there is no longer a lawful basis to hold it; restrict or object to processing in certain circumstances; and obtain and reuse your data in certain cases (data portability).

To exercise any of these rights, please contact us at support@geosphere.com. We will respond within one month of receiving your request.

13. WEBSITE COOKIES

Cookies are small text files placed on your device when you visit a website. We use cookies to ensure the website functions correctly, measure performance and understand how visitors use the site.

Strictly necessary and preference cookies do not require consent. Analytics and marketing cookies will only be set after you have given consent through the cookie banner on this website. You may change your preferences at any time through your browser settings or the cookie controls on this site.

14. COOKIES USED ON THIS WEBSITE

Cookie Type	Purpose	Consent Required?
Strictly Necessary	Enable core website functionality	No
Preferences	Remember your settings and choices, such as cookie consent	No
Analytics	Measure website usage and performance to help improve the site	Yes
Security	Protect website functionality and users from malicious activity	No

15. THIRD-PARTY WEBSITES

Our website may contain links to external websites. We are not responsible for the content, privacy practices or security of third-party websites. We encourage you to read the privacy notices of any external sites you visit.

16. COMPLAINTS

If you are unhappy with how we have handled your personal data, please contact us in the first instance at support@geosphere.com. You also have the right to lodge a complaint with the Information Commissioner's Office (ICO):

Website: ico.org.uk/make-a-complaint

Telephone: 0303 123 1113

[Changes to this Privacy Policy](#)

We may update this Privacy Policy from time to time. Any changes will be published on this page and take effect immediately upon publication. We encourage you to review this policy periodically.