

# Privacy Notice

Agent X Ltd · v1 · Effective 2026-05-07 · Last reviewed 2026-05-07  
*Initial publication.*

## Privacy Notice

### 1. Data controller

Agent X Ltd. is the data controller for personal data processed through this service. You can reach our Data Protection Officer at [dpo@agent-x.example](mailto:dpo@agent-x.example) or by post at Agent X Ltd, Privacy Office, 1 Compliance Way, London EC1A 1AA, United Kingdom.

### 2. What personal data we process

We process the following categories of personal data:

- Account data — name, email address, organisation, role
- Authentication data — hashed passwords, MFA factors, session metadata
- Usage data — IP address, browser fingerprint, page visits, audit events
- Communications — support tickets, feedback you choose to send us

### 3. Lawful basis for processing

We rely on the following lawful bases under Article 6(1) of the UK GDPR and EU GDPR:

21. Performance of a contract (Art. 6(1)(b)) — to provide the platform you signed up for
22. Legitimate interests (Art. 6(1)(f)) — for security monitoring, fraud prevention, and audit logging
23. Legal obligation (Art. 6(1)(c)) — to retain records required by tax, accounting, and AI-governance regulation
24. Consent (Art. 6(1)(a)) — for non-essential cookies and marketing communications

### 4. Retention periods

Category	Retention	---	---	Account data	Lifetime of account + 30 days		
Authentication logs	13 months	Audit log entries	7 years (regulatory requirement)	Cookie consent records	2 years	Support tickets	3 years

### 5. Your rights

Under the UK Data Protection Act 2018, UK GDPR, EU GDPR, and the California Consumer Privacy Act, you have the right to:

- Access your personal data
- Rectify inaccurate data
- Erase your data ("right to be forgotten")
- Restrict processing

- Object to processing based on legitimate interests
- Data portability in a structured, commonly used format
- Withdraw consent at any time
- Lodge a complaint with a supervisory authority

To exercise any right, submit a request via our Privacy Request Form (</privacy/request>) or email [dpo@agent-x.example](mailto:dpo@agent-x.example). We respond within 30 days.

## 6. International transfers

Personal data is stored in the European Union (Frankfurt) by default. Where transfers outside the UK/EU are necessary, we rely on Standard Contractual Clauses (2021/914) and complete Transfer Impact Assessments as required by Schrems II.

## 7. Sub-processors

A current list of sub-processors is published at </sub-processors> (</sub-processors>). We provide 30 days' advance notice of any new sub-processor via the RSS feed and email subscriber list.

## 8. Supervisory authority

You may lodge a complaint with the UK Information Commissioner's Office (ICO) at [ico.org.uk](https://ico.org.uk) (<https://ico.org.uk>) or your local EU Data Protection Authority.

## 9. Changes to this notice

Material changes are announced at least 30 days in advance. Version history is published at </trust/changelog> (</trust/changelog>).