Website Privacy Notice

Version 1.0 | Adopted 28 October 2026 | Next review 1 January 2027

1. Who we are

KairoSim (Solutions) Ltd is the controller of personal data collected through kairosim.co.uk. Our registered office is 26 Eagle Wharf Court, Lafone Street, London SE1 2LZ, and we are registered with the Information Commissioner under reference ZC228504. For anything to do with this notice, contact Marion Wurr at info@kairosim.co.uk.

This notice covers the website only. If you are taking part in one of our exercises, or working with us as a facilitator, separate notices apply.

2. Cookies and what we do not do

Our public pages do not use cookies. They do not use local storage, session storage, or any other identifier already stored on your device, and they do not read anything that is there. So there is no cookie banner, because there is nothing to consent to.

We also do not collect your IP address, your browser or device type, your screen size or your language settings, and we do not pass you to any other company. Nothing on the site loads a third party service such as an advertising network, a chat widget, a scheduling tool, a map or an embedded video. The only link that takes you off the site is to our page on LinkedIn, and if you follow it you are on their website and subject to their terms.

Articles published on the site may contain links chosen by their authors. We cannot control what is on the other end of somebody else's website.

The one exception is for our own staff. Where a member of the KairoSim team signs in to the administrative area of the site, a cookie keeps them signed in between visits. That cookie is set only after someone signs in, and never for ordinary visitors.

3. How we measure use of the site

We want to know which pages are read and which are ignored. To do that, while a page is open the site records the page you are on, how long the page is actually in view, and whether you click one of the buttons we have marked, such as a link to the contact form. When the page loads, the site generates a random number so that it can tell one visit from another. That number exists only while the page is open, is never written to your device, and is replaced the moment you refresh or come back later.

Measurement applies to the public pages only. The sign-in, portal and registration pages are not included. The result is a count of page views, time spent and button clicks. There is nothing in it that identifies you, and nothing that would let us recognise you if you returned. We rely on our legitimate interest in understanding whether our own website works.

4. If you contact us through the site

The contact form asks for your name, your organisation, your role, your email address, and what you are exploring. We use that to reply to you and, if it leads anywhere, to discuss working together. We rely on our legitimate interest in responding to people who ask us to, and on taking steps at your request before entering into a contract.

Submissions are stored on the website platform, where they can be read and exported by the small number of KairoSim people with administrative access. We may transfer them into a customer relationship system we operate, in which case that supplier processes them on our instructions.

5. If you sign up for updates

The sign-up form asks for your name and email address, and we use them to send you occasional updates about our work. We do that on the basis of your consent, which you give by signing up, and you can withdraw it at any time. Every message we send contains a link to unsubscribe, and you can also email us. We do not sell or share the list, and we do not buy lists from anyone else.

When somebody unsubscribes we keep a record of the fact, and nothing else, so that we do not contact them again by mistake. That record is kept indefinitely, because deleting it would defeat its purpose.

6. Who else sees your information

- Maude Square Ltd, which built and maintains the website, and the hosting it runs on.
- Our IT provider and the suppliers of the systems on which we hold email and files.
- A customer relationship system, where enquiries are transferred into one.
- Our professional advisers, where we need advice.

Each of them acts on our instructions and under a contract that limits what they may do with the information. We do not sell personal data, and we do not share it for anyone else's marketing.

7. Where your information is held

Information collected through the website is held in the United Kingdom or the European Economic Area. If that changes, we will make sure the transfer is covered by UK adequacy regulations or by approved contractual safeguards, and you can ask us which applies.

8. How long we keep it

- Enquiries through the contact form: two years from our last contact with you, unless they lead to work, in which case they become part of the record of that work.
- The updates list: until you unsubscribe or ask us to remove you, after which only the suppression record described above.
- Measurement of site use: fourteen months.

9. Your rights

You can ask us for a copy of the information we hold about you, ask us to correct it, and ask us to delete it or stop using it. You can object to our use of it where we rely on our legitimate interests, and where we rely on your consent you can withdraw it at any time without giving a reason. Withdrawing consent does not affect anything we did before you withdrew it.

Email info@kairosim.co.uk. We will respond within one month, and there is no charge.

10. Complaints

If you are unhappy with how we have handled your information, tell us and we will deal with it under our Data Protection Complaints Procedure, which is available on request. You can also complain to the Information Commissioner at ico.org.uk or on 0303 123 1113. You do not have to come to us first, although it is usually quicker.

11. Changes

We review this notice at least once a year and whenever the site changes in a way that affects it. The version and date at the top tell you which version you are reading.