

Privacy policy

How Intelevate handles personal data collected through intelevate.ai and through the channels the Website points you to.

1. Who is responsible

Intelevate.ai is the controller of the personal data described in this policy. You can reach us about anything in it at hello@intelevate.ai.

2. What we collect

The Website has no contact form and no account system. We only receive personal data when you choose to send it. That means:

- **Details you send us** — your name, business name, phone number, email address, and whatever you tell us in your message, when you contact us by email, WhatsApp or telephone.
- **Order and project details** — the information needed to prepare a quote, produce your products and install them, such as a delivery address and the destination link for an NFC product.
- **Technical records** — our hosting provider keeps standard server logs, which include IP addresses, for security and troubleshooting.

We do not ask for, and do not want, special-category data such as health or biometric information.

3. Cookies and third-party requests

This Website sets no cookies. There is no analytics, advertising or tracking code on it.

Typefaces are loaded from Google Fonts. That request tells Google the IP address of your device, though it sets no cookie. Nothing else on the Website contacts a third party until you choose to follow a link.

If you message us through WhatsApp, that conversation is carried by WhatsApp and is subject to its own privacy terms as well as this policy.

4. Why we use it, and on what basis

- To answer your enquiry and prepare a quote — because you asked us to, as a step before entering a contract.
- To supply, deliver, install and support what you order — to perform our contract with you.
- To keep records required for accounting and tax — to meet legal obligations.
- To send you occasional information about our services — only where you have asked us to, and you can stop it at any time.

5. Who else sees it

We do not sell personal data and we do not share it for anyone else's marketing.

It is handled on our behalf by suppliers who help us operate: our website hosting provider, our email provider, the messaging platform you contacted us through, and where relevant the manufacturer producing a branded product. Each receives only what is needed for that task.

6. How long we keep it

Enquiries that do not become orders are kept while the conversation is live and for a reasonable period afterwards, then deleted.

Records connected with an order are kept for as long as the law requires them to be retained for accounting and tax.

7. Your rights

You can ask us to give you a copy of your data, correct it, delete it, restrict or object to how we use it, or provide it in a portable form. Where we rely on your consent, you can withdraw it at any time.

Write to hello@intelevate.ai and say which right you want to exercise. We will respond within one month. We may need to confirm who you are before acting, but we will only ask for what is necessary to do so.

If you are not satisfied with our response, you can complain to the data protection supervisory authority in your country of residence.

8. Security

The Website is served over an encrypted connection. We apply technical and organisational measures appropriate to the scale of what we hold, and we keep the amount of personal data we hold deliberately small.

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