

Privacy Policy

of DOSH Communications

A trading name of Polisdirect LTD

Company Number: 16825830

Registered Address: 86-90 Paul Street, London, England, EC2A 4NE

Website: <https://polisdirect.io>

Contact: info@polisdirect.io

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1. Introduction

DOSH Communications ("we", "us", "our") is committed to protecting and respecting your privacy. This Privacy Policy explains how we collect, use, store, and protect your information when you use our VoIP and SMS routing services. We are committed to complying with both the UK General Data Protection Regulation (UK GDPR) and the EU General Data Protection Regulation (EU GDPR).

2. Data We Collect

We collect the following types of data:

Account Information: Your name, company name, address, contact details, and payment information.

Usage Data: Call Detail Records (CDRs), SMS logs, IP addresses, and other metadata generated through your use of our Services. This data is necessary for billing, service delivery, and network security.

Communications: Any correspondence you have with us.

3. How We Use Your Data

We use your data on the following legal bases:

Contractual Necessity: To provide, maintain, and bill you for the Services you have requested.

Legitimate Interest: To monitor our network for security purposes, prevent fraud and abuse, and improve our services.

Legal Obligation: To comply with applicable laws, regulations, and lawful requests from law enforcement or government agencies.

4. International Data Transfers and EU Residents

As a company established in the United Kingdom, we may process the personal data of individuals located in the European Union. To ensure this transfer of data is compliant with the EU GDPR, we ensure it is protected by appropriate safeguards. Specifically, any transfer of personal data from the EU to the UK is conducted on the basis of Standard Contractual Clauses (SCCs) approved by the European Commission, which provide contractual guarantees to protect your data.

5. Data Storage and Security

Encryption: All data is stored using industry-standard encryption and security measures to protect against unauthorized access, alteration, or disclosure.

Data Retention: We will retain your personal data only for as long as is necessary. Account information is retained for the duration of our business relationship and for a period of 7 years thereafter for legal and accounting purposes. Usage data (CDRs, SMS logs) is retained for a period of 180 days after termination of your account, after which it is securely deleted, unless a longer retention period is required by the law of the UK or the EU.

6. Sharing Your Data

We do not sell your data. We may only share your data in the following circumstances:

Law Enforcement and Government Agencies: We will fully cooperate with and disclose data to law enforcement, regulatory, or other government agencies when required to do so by law, subpoena, court order, or other legal process applicable in the UK or the EU.

Service Providers: We may share data with trusted third-party service providers (e.g., payment processors, data centers) who perform services on our behalf, under strict confidentiality agreements and with equivalent data protection obligations.

7. Your Rights

Under the UK GDPR and the EU GDPR, you have the right to:

- Access your personal data.
- Request correction of inaccurate data.
- Request erasure of your data (subject to legal and contractual obligations).
- Object to or restrict processing.
- Request data portability.

To exercise these rights, please contact us at info@polisdirect.io. These rights are available to all individuals whose data we process, regardless of their location.

8. Changes to This Policy

We may update this Privacy Policy from time to time. We will notify you of any changes by posting the new policy on our website.

9. Governing Law and Jurisdiction

This Privacy Policy is governed by the laws of England and Wales. For data protection matters concerning individuals in the EU, the provisions of the EU GDPR shall apply. Any disputes arising from this policy will be subject to the exclusive jurisdiction of the courts of England and Wales.