



Quantum Consultancy Ltd
QUANTUM DELIVERY HUB

DATA PROTECTION AND GDPR POLICY

Data Subject Rights and Compliance

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Website	https://www.quantumconsultancyLtd.com

1. INTRODUCTION

Quantum Delivery Hub ("QDH") is a software-as-a-service (SaaS) platform owned and operated by Quantum Consultancy Ltd.

Quantum Consultancy Ltd is committed to protecting the privacy, security and lawful processing of personal data in accordance with:

- UK General Data Protection Regulation (UK GDPR);
- Data Protection Act 2018;
- Privacy and Electronic Communications Regulations (PECR);
- Applicable guidance issued by the Information Commissioner's Office (ICO).

This Data Protection & GDPR Policy explains how Quantum Delivery Hub supports and facilitates the rights of data subjects whose personal data is processed through the platform.

This Policy should be read together with:

- Quantum Delivery Hub Privacy Policy;
- Quantum Delivery Hub Cookie Policy;
- Quantum Delivery Hub End User Licence Agreement (EULA);
- Quantum Delivery Hub Licence Agreement;

- Quantum Delivery Hub Data Processing Agreement.

2. PURPOSE OF THIS POLICY

The purpose of this Policy is to:

- Explain user rights under UK GDPR;
- Explain how requests are handled;
- Explain how personal data is protected;
- Explain how users may exercise their rights;
- Describe Quantum Delivery Hub's data protection commitments;
- Support transparency and accountability obligations.

This Policy applies to all users of Quantum Delivery Hub.

3. DATA CONTROLLER AND DATA PROCESSOR

Quantum Consultancy Ltd acts in two distinct capacities in relation to personal data held within the platform.

Quantum Consultancy Ltd is the Data Controller in respect of account and platform administration information, including user names, email addresses, roles and permissions, licence assignment, authentication events and support correspondence.

Quantum Consultancy Ltd acts as a Data Processor in respect of the delivery information that a customer organisation and its authorised users enter into the platform. The customer organisation is the Data Controller for that information. Processing of that information is governed by the Quantum Delivery Hub Data Processing Agreement.

Where a request under this Policy relates to information for which a customer organisation is the Data Controller, Quantum Consultancy Ltd will refer the request to that organisation and will assist them in responding to it.

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Registered Office: 71-75 Shelton Street Covent Garden London WC2H 9JQ United Kingdom

Support Email: support@quantumconsultancyLtd.com

4. DATA PROTECTION PRINCIPLES

Quantum Consultancy Ltd processes personal data in accordance with the following principles.

Personal data shall be:

- Processed lawfully, fairly and transparently;
- Collected for specified, explicit and legitimate purposes;
- Adequate, relevant and limited to what is necessary;
- Accurate and kept up to date;
- Retained only for as long as necessary;
- Processed securely and confidentially;
- Protected through appropriate technical and organisational measures.

Quantum Consultancy Ltd is accountable for demonstrating compliance with these principles.

5. DATA PROTECTION COMMITMENT

Quantum Consultancy Ltd is committed to:

- Protecting user privacy;
- Maintaining data security;
- Respecting user rights;
- Implementing appropriate safeguards;
- Responding to GDPR requests promptly;
- Maintaining transparency regarding personal data processing;
- Continually improving data protection practices.

Data protection is considered throughout the design, operation and development of Quantum Delivery Hub.

6. PRIVACY BY DESIGN

Quantum Delivery Hub seeks to incorporate privacy and data protection considerations throughout the platform lifecycle.

This includes consideration of:

- Access controls;
- Authentication controls;
- Data minimisation;
- Security monitoring;
- Server-side enforcement of access rules;
- Data subject rights processes;
- Secure development practices;
- Data retention controls.

Privacy and security considerations are reviewed when introducing significant new functionality or services.

7. DATA SUBJECT RIGHTS

Under the UK GDPR and Data Protection Act 2018, individuals whose personal data is processed by Quantum Consultancy Ltd have a number of important rights.

Users may exercise their rights through:

- Email communication;
- Written requests;
- Customer support channels;
- Their own organisation's administrator, where that organisation is the Data Controller.

Quantum Consultancy Ltd will respond to requests in accordance with applicable legislation.

8. RIGHT TO BE INFORMED

Individuals have the right to receive clear and transparent information regarding:

- What personal data is collected;

- Why personal data is collected;
- How personal data is used;
- How long personal data is retained;
- Who personal data may be shared with;
- The rights available to data subjects.

Quantum Consultancy Ltd fulfils this obligation through published privacy documentation, platform notices and customer communications.

9. RIGHT OF ACCESS

Individuals have the right to request confirmation as to whether personal data is being processed and to obtain access to personal data held about them.

Quantum Consultancy Ltd will normally respond within one calendar month unless an extension is permitted under applicable legislation.

10. HOW ACCESS AND PORTABILITY REQUESTS ARE FULFILLED

Quantum Delivery Hub does not currently provide automated self-service export of personal data associated with an individual account.

Requests for access to, or a portable copy of, personal data are handled as a managed process. On receipt of a valid request, Quantum Consultancy Ltd will compile the personal data held about the individual and provide it in a structured, commonly used and machine-readable format.

The platform provides a range of data export features – including register, plan, utilisation and financial exports – which are operational reporting tools rather than data subject request mechanisms. These exports are available to authorised users of a customer organisation and do not replace the process described above.

Should self-service personal data export functionality be introduced in future, this Policy will be updated accordingly.

11. RIGHT TO RECTIFICATION

Individuals have the right to request correction of inaccurate or incomplete personal data.

Where possible, users may update information directly through platform settings, or request that their organisation's administrator do so.

12. RIGHT TO ERASURE

Individuals may request deletion of personal data where permitted by law.

The right to erasure is not absolute and certain information may be retained where legal obligations, contractual obligations or the integrity of a governance record require continued retention. Section 13 explains how this applies within Quantum Delivery Hub.

13. ACCOUNT DEACTIVATION, DELETION AND RETAINED RECORDS

Quantum Delivery Hub is a delivery governance platform. Approval records, generated documents, audit events and timesheet review history identify the user who performed an action, and exist specifically to evidence that the action took place. Removing that identity would invalidate the record it exists to prove.

Accordingly, when a user leaves a customer organisation or their access is withdrawn, the account is deactivated rather than deleted. Deactivation immediately and permanently removes the individual's ability to access the platform and to view any customer information.

Where an erasure request is received, Quantum Consultancy Ltd will:

- Confirm whether Quantum Consultancy Ltd or the customer organisation is the Data Controller for the data concerned;
- Deactivate the account and remove personal data that is not required for a retained record;
- Identify the specific records that must be retained, and the basis for retaining them;
- Confirm to the individual what has been removed and what has been retained, and why.

Records retained on this basis are retained for the life of the customer organisation's account and are addressed at the end of the licence term in accordance with the Licence Agreement and the Data Processing Agreement.

14. RIGHT TO RESTRICT PROCESSING

Individuals may request restriction of processing in circumstances permitted under UK GDPR.

15. RIGHT TO DATA PORTABILITY

Individuals may request personal data in a structured, commonly used and machine-readable format where applicable. Section 10 explains how such requests are fulfilled.

16. RIGHT TO OBJECT

Individuals may object to processing undertaken on the basis of legitimate interests.

17. RIGHTS RELATING TO AUTOMATED DECISION MAKING

Quantum Delivery Hub utilises analytical and AI-assisted tools to support users.

These tools assist users and do not make legally binding decisions on behalf of individuals. All financial, scheduling and resource calculations are produced by deterministic calculation engines rather than by AI services, and any change proposed by an AI feature must be reviewed and confirmed by an authorised user before it is recorded.

Quantum Delivery Hub does not carry out solely automated decision-making producing legal or similarly significant effects.

18. SUBMITTING DATA SUBJECT REQUESTS

Individuals may exercise their data protection rights through:

- Email communication;
- Customer support requests;
- Written correspondence;
- Their own organisation's administrator, where that organisation is the Data Controller.

19. IDENTITY VERIFICATION

Quantum Consultancy Ltd may require reasonable evidence of identity before responding to certain requests.

This helps protect personal data and prevent unauthorised disclosure.

20. RESPONSE TIMES

Quantum Consultancy Ltd will respond to valid requests without undue delay and normally within one calendar month.

Where permitted by law, the response period may be extended for complex requests.

21. REQUEST FEES

Requests are normally processed free of charge.

Reasonable administrative fees may be charged where permitted by applicable legislation.

22. REFUSAL OF REQUESTS

Requests may be refused where permitted by law, including where requests are manifestly unfounded or excessive.

Individuals will normally be informed of the reason for refusal and available rights of appeal.

23. RECORDS OF REQUESTS

Quantum Consultancy Ltd may maintain records relating to:

- Requests received;
- Verification activities;
- Responses provided;
- Decisions made;
- Compliance timeframes.

24. COMPLAINTS

Individuals who have concerns regarding the processing of personal data should contact Quantum Consultancy Ltd in the first instance.

The organisation will investigate concerns and take corrective action where appropriate.

25. INFORMATION COMMISSIONER'S OFFICE (ICO)

Individuals have the right to lodge a complaint with the Information Commissioner's Office.

Website: <https://www.ico.org.uk>

26. COOPERATION WITH REGULATORY AUTHORITIES

Quantum Consultancy Ltd will cooperate with regulatory authorities where required by law.

27. DATA SECURITY

Quantum Consultancy Ltd is committed to protecting personal data through appropriate technical and organisational measures.

Security measures may include:

- Secure authentication controls;
- Role and capability based access controls;
- Server-side enforcement of access rules;
- Encryption technologies;
- Secure cloud infrastructure;
- Security monitoring;
- Audit logging;
- Vulnerability management;
- Incident response procedures.

28. DATA RETENTION

Personal data will only be retained for as long as necessary to fulfil the purposes for which it was collected and to satisfy legal, regulatory and contractual obligations.

Records forming part of the delivery governance audit trail are retained as described in section 13.

29. DATA LOCATION AND INTERNATIONAL TRANSFERS

Quantum Delivery Hub is operated as a United Kingdom hosted service. Customer data is stored and processed in Google Cloud Platform's London region (europa-west2), AI processing is performed in the same region, and application functions execute in Vercel's London region (lhr1).

Certain supporting activities of our service providers – including application build processes, operational logging, administrative interfaces and provider support functions – may take place outside the United Kingdom. Appropriate safeguards will be implemented where international transfers occur.

30. ARTIFICIAL INTELLIGENCE PROCESSING

Quantum Delivery Hub includes artificial intelligence functionality designed to support delivery management and decision making.

AI functionality may include:

- The Nexus in-platform assistant;
- Delivery Insight project health analysis;
- AI-assisted governance document drafting;
- Summarisation of risks, issues and change requests;
- Resource allocation suggestions;
- Analysis of documents uploaded by users;
- Future AI-enabled functionality.

AI processing is performed by Google Vertex AI within the United Kingdom. Content submitted to AI services is processed in order to return a result to the requesting user and is not used to train artificial intelligence models.

AI-generated content is intended to assist users and should not be treated as professional legal, financial, tax or investment advice.

31. DATA BREACH MANAGEMENT

Quantum Consultancy Ltd maintains procedures designed to identify, investigate and respond to personal data breaches.

Where required by law, notifications will be made to affected individuals and regulatory authorities. Where Quantum Consultancy Ltd acts as a processor, the affected customer organisation will be notified without undue delay.

32. CHANGES TO THIS POLICY

Quantum Consultancy Ltd may update this Policy from time to time.

Updated versions will be published within Quantum Delivery Hub and associated websites.

33. CONTACT INFORMATION

Quantum Consultancy Ltd Operator of Quantum Delivery Hub 71–75 Shelton Street Covent Garden London WC2H 9JQ United Kingdom

Email: support@quantumconsultancyLtd.com Platform Website: <https://www.quantumdeliveryhub.com>
Company Website: <https://www.quantumconsultancyLtd.com>

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DOCUMENT VERSION HISTORY

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1.0	22 September 2026	Quantum Consultancy Ltd	Initial approved version. Explains how the Quantum Delivery Hub platform supports and facilitates the rights of data subjects under the UK GDPR and the Data Protection Act 2018.

End of document — QDH-GDPR-001 v1.0