



Quantum Consultancy Ltd
QUANTUM DELIVERY HUB

PLATFORM PRIVACY POLICY

Quantum Delivery Hub Privacy Notice

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Document Classification	Public
Owner	Chief Executive Officer
Applies to	Quantum Delivery Hub, a software-as-a-service platform owned and operated by Quantum Consultancy Ltd
Does not apply to	The Quantum Consultancy Ltd website, which is governed by the Website Privacy Policy (QC-WEB-PRIV-001)
Website	https://www.quantumconsultancy ltd.com

LEGAL NOTICE

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

All references to "Quantum Delivery Hub", "QDH", "the Platform", "we", "our" or "us" within this Policy refer to Quantum Consultancy Ltd where applicable.

CONTROLLER AND PROCESSOR ROLES

Quantum Consultancy Ltd acts in two distinct capacities in relation to information 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 – because Quantum Consultancy Ltd determines the purposes and means of processing that information.

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 – including project records, governance documents, stakeholder details, plan and resource data, timesheets and commercial records. The customer organisation is the Data Controller for that information and determines the purposes for which it is processed. Processing of that information is governed by the Quantum Delivery Hub Data Processing Agreement, which forms part of the Licence Agreement.

Data Controller (account and platform administration information): Quantum Consultancy Ltd 71–75 Shelton Street Covent Garden London WC2H 9JQ United Kingdom

Company Number: 17035385 VAT Number: 514036626 Email: support@quantumconsultancyLtd.com

1. INTRODUCTION

Quantum Delivery Hub is committed to protecting and respecting your privacy.

This Privacy Policy explains how Quantum Delivery Hub collects, uses, stores, processes and protects personal information when users access and use the Platform, associated services, mobile-responsive interfaces, AI-powered features, reporting tools and related products.

This Policy applies to:

- Quantum Delivery Hub software platform
- Project, stage and delivery management functionality
- Governance document creation, review and approval services
- RAID, quality, lessons learnt and requirements registers
- Planning, scheduling and resource management tools
- Time recording and timesheet approval services
- Work package, purchase order, cost-to-completion and billing functionality
- Revenue recognition and financial reporting services
- AI-powered delivery insight and assistance features
- Reporting, dashboard and document generation services
- Customer support services
- Platform integrations

Quantum Delivery Hub is designed with privacy and security as core principles.

We are committed to:

- Processing personal data lawfully, fairly and transparently
- Collecting only information necessary to provide services
- Maintaining appropriate security controls
- Protecting customer information from unauthorised access
- Supporting user rights under applicable data protection legislation
- Regularly reviewing and improving security controls and governance practices

The Platform currently utilises:

- Google Firebase Authentication
- Google Firestore Database
- Google Cloud Storage
- Google Cloud Platform
- Google Vertex AI Services
- Google Cloud Run
- Microsoft Graph Email Services

- Vercel Hosting Services

Quantum Delivery Hub does not process card payments and does not operate a self-service signup. Every customer organisation and user account is created by Quantum Consultancy Ltd under a Licence Agreement.

By accessing an account or using Quantum Delivery Hub services, you acknowledge that you have read and understood this Privacy Policy.

2. INFORMATION WE COLLECT

Quantum Delivery Hub may collect and process the following categories of information.

ACCOUNT INFORMATION

- Full name
- Email address
- Authentication credentials
- Organisation name
- User role, capabilities and permissions
- Account type (internal or external)
- Account status information
- Licence assignment information

LICENCE & BILLING INFORMATION

- Licence term and licence entitlement
- Licence status
- Invoice and billing records
- Payment status
- Customer account identifiers

Licence fees are invoiced directly by Quantum Consultancy Ltd. Payment card information is not collected, processed or stored by Quantum Delivery Hub at any point.

PROJECT & DELIVERY DATA

- Project records, codes and status information
- Stage and gate approval records
- Plan tasks, milestones, dependencies and baselines
- Sprint, backlog and board records where an agile or hybrid approach is used
- Requirements and requirement baselines
- Progress, completion and status reporting information

GOVERNANCE & ASSURANCE DATA

- Governance documents, including project initiation documents, scopes of work, terms of reference, charters, handover documents, closure reports and requirements documents
- Document review, approval and audit records, including the identity of the approving user and the date of approval
- Risk, assumption, issue and dependency (RAID) records
- Change request and change authority decisions

- Quality register and lessons learnt records
- Boundary reports and generated document records

STAKEHOLDER & CONTACT DATA

- Stakeholder names, roles and organisations
- Project board roles and responsibilities
- Contact details, including email addresses and telephone numbers
- Engagement, influence and interest assessments
- Communication preferences
- Customer contact and company information

RESOURCE, TIME & RATE DATA

This category includes information about identifiable individuals and is treated accordingly.

- Resource records, including names and resource type
- Allocation and capacity information
- Hours recorded against projects, work packages and tasks
- Timesheet submissions, approvals, rejections and review history
- Charge rates and cost rates applied to recorded time
- Utilisation and billable/non-billable analysis

COMMERCIAL & FINANCIAL DATA

- Work package records, billing types and agreed values
- Purchase order references, values and burn-down information
- Cost-to-completion statements and their issue, contest and acceptance history
- Billing run records
- Revenue recognition calculations and period snapshots
- Customer commercial terms and contract values

Commercial and financial information entered into the Platform frequently relates to a customer organisation's own clients. Quantum Consultancy Ltd processes that information solely on the instructions of the customer organisation.

CUSTOMER DOCUMENTS

- Documents uploaded by users for analysis or reference
- Information extracted from those documents by Platform features

ARTIFICIAL INTELLIGENCE DATA

Information submitted to AI-powered services may be processed to generate:

- Delivery insight and project health commentary
- Draft governance document content
- Summaries of risks, issues and change requests
- Resource allocation suggestions
- Responses to questions asked of the in-platform assistant

SUPPORT INFORMATION

- Email correspondence
- Support requests
- Technical issue reports
- User feedback

TECHNICAL INFORMATION

- IP addresses
- Browser information
- Device information
- Session activity
- Authentication events
- Error diagnostics
- Security logs

USAGE ANALYTICS

- Feature utilisation
- User activity patterns
- Platform performance metrics
- Service improvement information

Quantum Delivery Hub is not designed to collect special category personal data unless legally required and appropriately authorised.

3. HOW WE USE INFORMATION

Information collected through the Platform may be used to:

PLATFORM OPERATIONS

- Create and manage user accounts
- Authenticate users
- Manage organisations, roles, capabilities and permissions
- Deliver licensed platform services
- Provide project, governance and delivery management functionality
- Generate documents, reports and exports
- Deliver requested Platform services

LICENCE MANAGEMENT

- Issue invoices and maintain billing records
- Verify payment status
- Provision and manage customer access and licences
- Maintain financial records

SECURITY

- Prevent unauthorised access
- Detect suspicious activity

- Investigate incidents
- Protect customer accounts
- Prevent fraud and abuse

CUSTOMER SUPPORT

- Respond to enquiries
- Troubleshoot issues
- Resolve account concerns
- Improve customer experience

ARTIFICIAL INTELLIGENCE SERVICES

- Generate delivery insight and project health commentary
- Produce draft governance document content for review
- Summarise risks, issues and change requests
- Propose resource allocation options
- Answer questions asked of the in-platform assistant

AI-generated outputs are intended to assist decision-making and should not be considered financial, legal, tax or professional advice.

All financial, scheduling and resource calculations within the Platform are produced by deterministic calculation engines rather than by AI services. AI features reason over information that has already been calculated; they do not themselves produce financial or schedule figures. Any change proposed by an AI feature is presented for review and must be confirmed by an authorised user before it is recorded. Users remain responsible for validating outputs.

PRODUCT IMPROVEMENT

- Improve functionality
- Develop new features
- Monitor performance
- Enhance reliability

COMMUNICATIONS

- Account notifications
- Security alerts
- Licence and renewal communications
- Transactional emails, including issued statements and approval requests
- Support communications

COMPLIANCE

- Meet legal obligations
- Defend legal claims
- Enforce contractual rights
- Maintain regulatory compliance

Quantum Delivery Hub does not:

- Sell personal information

- Rent personal information
- Share personal information with advertisers
- Use customer information for unrelated commercial purposes
- Use customer content to train artificial intelligence models

Lawful bases for processing may include:

- Performance of a contract
- Legitimate interests
- Legal obligations
- Consent where required

4. DATA SHARING, THIRD-PARTY PROCESSORS & DATA LOCATION

Quantum Delivery Hub uses carefully selected third-party providers to support delivery of services.

Providers may include:

GOOGLE FIREBASE

Used for authentication, user management and security services.

GOOGLE FIRESTORE

Used for secure data storage, platform records and customer information.

GOOGLE CLOUD STORAGE

Used for storage of uploaded documents, generated documents and organisation branding assets.

GOOGLE CLOUD PLATFORM

Used for infrastructure services, security monitoring, secret management and platform hosting support.

GOOGLE VERTEX AI

Used for AI-powered delivery insight, document drafting assistance, summarisation and the in-platform assistant.

GOOGLE CLOUD RUN

Used to process project plan files uploaded for import.

MICROSOFT

Used for outbound transactional email, including issued statements, approval requests and security communications.

VERCEL

Used for application hosting, application execution and platform infrastructure.

XERO

Used by Quantum Consultancy Ltd for invoicing and financial record keeping. Information shared is limited to customer billing contact and invoice information.

PROFESSIONAL ADVISORS

Where necessary information may be disclosed to legal advisors, accountants, auditors and insurance providers.

LEGAL DISCLOSURE

Information may be disclosed where required to comply with legal obligations, respond to lawful requests, protect legal rights, or investigate fraud or security incidents.

DATA LOCATION

Quantum Delivery Hub is operated as a United Kingdom hosted service.

- Customer data is stored in Google Cloud Platform's London region (europe-west2)
- Platform database, file storage and background processing services operate in the London region (europe-west2)
- AI processing is performed by Google Vertex AI in the London region (europe-west2)
- Application functions execute in Vercel's London region (lhr1)

Content submitted to AI services is processed to return a result to the requesting user and is not used to train artificial intelligence models.

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. Static application assets, which do not contain customer data, are distributed through a global content delivery network. Where information is processed outside the United Kingdom, appropriate safeguards may include adequacy decisions, Standard Contractual Clauses, contractual protections and technical security controls.

A current list of sub-processors is maintained and made available to customers, and customers are notified before a new sub-processor is engaged.

Quantum Delivery Hub does not sell personal information to third parties.

5. DATA RETENTION, SECURITY & USER RIGHTS

RETENTION

Information is retained only for as long as necessary to:

- Deliver services
- Meet legal obligations
- Maintain records
- Resolve disputes
- Enforce agreements

Certain records are retained for the integrity of the delivery audit trail. Approval records, generated documents, audit events and timesheet review history identify the user who performed an action and are retained for the life of the customer organisation's account, because removing them would invalidate the governance record they exist to evidence.

SECURITY

Quantum Delivery Hub implements technical and organisational measures designed to protect information against:

- Unauthorised access
- Unauthorised disclosure
- Accidental loss
- Destruction
- Alteration
- Misuse

Security controls may include:

- Authentication controls
- Role and capability based access controls
- Server-side enforcement of access rules
- Encryption technologies
- Security monitoring
- Backup procedures
- Disaster recovery controls

DATA BREACH MANAGEMENT

Quantum Delivery Hub maintains procedures designed to identify, investigate and respond to suspected security incidents.

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

DATA SUBJECT RIGHTS

Subject to applicable law, users may have rights including:

- Right of Access
- Right to Rectification
- Right to Erasure
- Right to Restrict Processing
- Right to Data Portability
- Right to Object

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

Requests may be submitted to:

support@quantumconsultancytld.com

COMPLAINTS

Users may raise concerns directly with Quantum Delivery Hub.

Users also have the right to lodge a complaint with the Information Commissioner's Office (ICO).

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

6. CHANGES TO THIS POLICY

Quantum Delivery Hub may update this Privacy Policy periodically to reflect:

- Changes in services
- Legal requirements
- Regulatory guidance
- Technology changes
- Security improvements

Updated versions will be published within the Platform and become effective from the published revision date.

DOCUMENT CONTROL

QDH-PRIV-001

Document Title: Quantum Delivery Hub Privacy Policy

1.0 Approved 21 September 2026 22 September 2026 12 months from Effective Date Public Document
Owner: Quantum Consultancy Ltd

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QUANTUM DELIVERY HUB PRIVACY POLICY

STATUS: APPROVED

DOCUMENT VERSION HISTORY

Version	Date	Author	Summary of change
1.0	22 September 2026	Quantum Consultancy Ltd	Initial approved version. Sets out how Quantum Consultancy Ltd processes personal data in connection with the Quantum Delivery Hub platform, in its capacity as controller and as processor.

End of document — QDH-PRIV-001 v1.0