

# Privacy Policy



## **Holding your personal data.**

Fenix understands the importance of retaining your personal data for only as long as necessary to provide you with our services and enhance your customer experience. In accordance with this principle, we will retain your data for the duration of our relationship and for further periods where required to comply with legal or regulatory obligations.

This may include retaining certain records for seven years for VAT purposes, carrying out audits, detecting and preventing fraud, enforcing contracts or resolving disputes. To determine the appropriate retention period for personal data, Fenix takes into account various factors such as the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which Fenix processes your personal data, and applicable legal requirements.