

Privacy Policy

LAST UPDATED [06 AUGUST 2026]

1. Introduction

Metis Insights ("we", "us", "our") is an independent risk intelligence and investigations firm registered in England and Wales (company number 16882783), with its registered office at 128 City Road, London, EC1V 2NX, United Kingdom. We are committed to protecting the privacy and security of personal data. This policy explains how we collect and use personal data in connection with our website, metisinsights.co.uk, and our enquiries process.

For the purposes of the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018, Metis Insights is the data controller for the personal data described in this policy. We are registered with the Information Commissioner's Office under registration reference ZC145619.

2. The personal data we collect

Through our website, we collect the personal data you provide when you complete our contact form — namely your name, email address, company name, and the content of your message. We also collect limited technical data automatically when you visit the site, such as your IP address, browser type, device information, and details of how you use the site, through cookies and similar technologies (see our Cookie Policy).

This policy covers personal data collected via our website and enquiries. Personal data processed in the course of our professional engagements is handled under separate contractual and confidentiality arrangements with our clients.

3. How we use your personal data and our lawful basis

We use the personal data you submit through the contact form to respond to your enquiry, to discuss potential services, and to maintain a record of our correspondence. Our lawful basis for this processing is our legitimate interests — specifically, responding to enquiries and conducting our business — and, where relevant, taking steps at your request prior to entering into a contract.

We use technical and usage data to operate, secure, and improve our website. Our lawful basis is our legitimate interests in ensuring our site functions correctly and securely. Where cookies are not strictly necessary, we rely on your consent, which you may withdraw at any time.

4. Sharing your personal data

We do not sell your personal data. We share it only where necessary: with our website platform provider, Wix.com Ltd, which hosts our site and processes contact-form submissions on our behalf; with professional advisers and service providers who support our business under appropriate confidentiality obligations; and where we are required to do so by law or to establish, exercise, or defend legal claims.

Some of our service providers, including Wix, may process data outside the UK. Where personal data is transferred internationally, we ensure appropriate safeguards are in place, such as the UK International Data Transfer Agreement or equivalent mechanisms recognised under UK data protection law.

5. How long we keep your personal data

We retain contact-form enquiries for as long as necessary to deal with your enquiry and for a reasonable period afterwards to maintain a record of our business correspondence, after which the data is securely deleted. We retain technical and usage data for a limited period consistent with the purposes set out above.

6. Your rights

Under UK data protection law you have the right to access the personal data we hold about you; to request its correction or erasure; to restrict or object to its processing; to data portability; and, where we rely on consent, to withdraw that consent at any time. To exercise any of these rights, contact us at info@metisinsights.co.uk.

You also have the right to lodge a complaint with the Information Commissioner's Office (ICO), the UK supervisory authority, at ico.org.uk. We would, however, appreciate the opportunity to address your concerns before you approach the ICO, so please consider contacting us first.

7. Data security

We take appropriate technical and organisational measures to protect personal data against unauthorised access, loss, or misuse. While no online transmission is completely secure, we work to safeguard the information you provide to us.

8. Changes to this policy

We may update this policy from time to time. The current version will always be available on this page, with the "last updated" date revised accordingly.

9. Contact us

For any questions about this policy or how we handle personal data, contact us at info@metisinsights.co.uk or write to us at 128 City Road, London, EC1V 2NX, United Kingdom.