

Service User Terms

Terms of use and privacy information for individuals using Vatrix services

Last updated	30/03/2026
Version	[1.0]
Published at	vatix.com/legal/service-user-terms

1. About these terms

Your employer or organisation (“your Organisation”) has subscribed to one or more services provided by Vatrix Ltd (“Vatrix”, “we”, “our”, “us”). Vatrix is registered in England and Wales (company number 11466905) with its registered office at Unit 508, 30 Great Guildford Street, London, SE1 0HS.

These Service User Terms explain what is expected of you when using Vatrix services, how we handle your data, and your rights. They apply to all individuals who use any Vatrix service, including the Lone Working, Events, Audits, Risk, and Business Objects modules.

Your Organisation has agreed to the Vatrix Master Service Agreement and the relevant Service Specific Terms on your behalf. Those agreements govern the commercial relationship between Vatrix and your Organisation. These Service User Terms do not replace or override those agreements — they provide you, as an individual user, with the information you need to use Vatrix services properly and to understand how your data is handled.

These terms are presented for your information. By tapping “I understand” you are acknowledging that you have read and understood them. This is not a request for your consent — your Organisation has authorised your use of the service and is responsible for the decisions about how and why it is used.

2. Your relationship with Vatrix

Vatrix provides technology services to organisations. Your Organisation is our customer. You are an end user of the service that your Organisation has subscribed to.

This means:

- Your Organisation decides which Vatrix services you use, what permissions you have, and what data is collected through the service;
- Vatrix provides the service on your Organisation’s instructions and in accordance with our agreement with them;
- If you have questions about why your Organisation has asked you to use a Vatrix service, or what data your Organisation collects about you through it, you should speak to your Organisation directly;
- Vatrix is not your employer, and nothing in these terms creates any employment or contractual relationship between you and Vatrix.

3. Using Vatrix services properly

3.1 Intended purpose

Vatix services are workplace tools provided to support your Organisation's operations. Depending on which module(s) your Organisation has subscribed to, the services may include:

- Lone Working – personal safety features including emergency alarms, location sharing, check-ins, and connection to alarm monitoring centres;
- Events – recording, managing, and investigating workplace incidents, near-misses, and observations;
- Audits – conducting workplace inspections, audits, and compliance checks;
- Risk – assessing and managing workplace risks; and
- Business Objects – managing structured data related to your Organisation's operations.

You must use Vatix services only for the purpose for which your Organisation has provided them to you and in accordance with any instructions, policies, or training your Organisation has given you.

3.2 What you must not do

When using any Vatix service, you must not:

- Use the service for any purpose other than the legitimate business purpose for which your Organisation has provided it to you;
- Use the service to commit, facilitate, or conceal any criminal offence or unlawful activity;
- Use the service in any way that is fraudulent, dishonest, or intended to deceive;
- Attempt to access any part of the service, any data, or any functionality that your Organisation has not authorised you to use;
- Share your login credentials with any other person, or use another person's credentials to access the service;
- Attempt to reverse-engineer, decompile, or extract the source code of any Vatix software;
- Deliberately interfere with the operation of the service, introduce malicious code, or attempt to compromise its security;
- Upload, transmit, or store any content that is unlawful, threatening, abusive, defamatory, or otherwise objectionable;
- Use the service to harass, intimidate, or monitor any other person in a manner that is not authorised by your Organisation and consistent with the intended purpose of the service; or
- Do anything that could bring the service into disrepute or cause harm to Vatix, your Organisation, or any other user.

Lone Working module only: If you use the Lone Working service, you must also not deliberately trigger false alarms, misuse the emergency features, or use the service in a way that could prevent genuine emergencies from being responded to. False alarm activations waste the resources of alarm monitoring centres and may impact response times for other users.

3.3 Your account and credentials

Your Vatix account is personal to you. You are responsible for:

- Keeping your login credentials confidential and not sharing them with anyone;

- Logging out of the service when you are not using it, particularly on shared devices;
- Notifying your Organisation's Vatrix administrator immediately if you believe your account has been compromised or accessed without your permission; and
- Ensuring that the information held against your account (such as your name and contact details) is accurate and up to date, or notifying your Organisation if it needs to be corrected.

3.4 Scope of your access

Your access to Vatrix services is limited to the modules, features, and permissions that your Organisation has authorised for you. You may not have access to all features of the Vatrix platform, and the specific functionality available to you is determined by your Organisation based on your role, the services they have subscribed to, and the licence type assigned to your account.

If you believe you need access to additional features or modules, please speak to your Organisation's Vatrix administrator.

4. Additional terms for Lone Working users

Lone Working module only: This section applies only if your Organisation has subscribed to the Lone Working module and you have been assigned a Lone Working Device or Mobile App licence.

4.1 Understanding the service

The Lone Working service is designed to help protect you when working alone or in situations where you may be at risk. Depending on your Organisation's configuration, it may include features such as an SOS alarm, automatic fall detection, timed check-ins, location sharing, and a connection to a 24/7 alarm monitoring centre.

Important: The Lone Working service is an aid to your safety, not a guarantee of it. It does not prevent harm, and Vatrix does not represent that it will. The effectiveness of the service depends on factors outside Vatrix's control, including mobile network coverage, device battery life, GPS signal availability, and whether the alarm features are used correctly.

4.2 Your responsibilities

If you are assigned a Lone Working Device or Mobile App licence, you are expected to:

- Familiarise yourself with how to activate the alarm and use the safety features — your Organisation should provide training on this;
- Ensure your device is charged, switched on, and carried with you when working in situations where the service is intended to be used;
- Respond to check-in prompts when they are active;
- Use the alarm features only for genuine emergencies or as directed by your Organisation; and
- Report any faults, damage, or loss of a device to your Organisation's Vatrix administrator promptly.

4.3 Location data

The Lone Working service records the location of your device to enable alarm response. This means that when an alarm is activated, your location can be communicated to your

Organisation's nominated alarm contacts and/or emergency services. The service may also record location data periodically during normal use so that your location is available if an alarm is subsequently triggered.

This location data is processed by Vatrix on your Organisation's instructions, as their data processor. Your Organisation has decided to use this feature as part of its duty of care towards you. If you have questions or concerns about location monitoring, you should raise them with your Organisation.

4.4 If you are provided with a physical device

If your Organisation provides you with a Vatrix Lone Working Device (rather than the Mobile App), the device remains the property of Vatrix or your Organisation. You must take reasonable care of it, not tamper with it, and return it if your Organisation asks you to or when you leave your role.

5. Important limitations and disclaimers

Vatrix services are provided to your Organisation on an "as is" and "as available" basis. While we work hard to maintain reliable, secure services, you should be aware that:

- No software is guaranteed to be free of defects or interruptions. There may be times when the service is temporarily unavailable due to maintenance, updates, or issues beyond our control;
- The service depends on third-party infrastructure including mobile networks, internet connectivity, and cloud hosting providers. Vatrix is not responsible for failures in those systems;
- Features may be updated, modified, or removed from time to time as the service develops; and
- Where the service includes AI-powered features, these may generate outputs automatically and without human oversight. You should review any AI-generated content before relying on it.

Lone Working module only: The Lone Working service does not replace your Organisation's health and safety obligations. It is a tool to assist in managing lone worker risk, not a substitute for proper risk assessment, training, safe systems of work, or appropriate insurance.

6. How Vatrix handles your personal data

This section is Vatrix's Service User Privacy Notice. It explains the limited circumstances in which Vatrix processes your personal data for its own purposes, acting as a data controller. It is provided to meet Vatrix's transparency obligations under UK data protection law.

6.1 Vatrix's role: processor and controller

As a processor: For the core delivery of Vatrix services, Vatrix processes your personal data on your Organisation's instructions. Your Organisation is the data controller for that processing and their privacy notice applies. If you want to know what data your Organisation collects through Vatrix, why they collect it, or to exercise your data subject rights in relation to that data, you should contact your Organisation.

As a controller: There are certain limited activities where Vatrix processes personal data for its own purposes. For these activities, Vatrix is the data controller and has its own obligations to inform you and to comply with UK data protection law. The rest of this Section 6 describes those activities.

Source of your data: Vatrix obtains the personal data described in this notice from your Organisation, through your use of the Vatrix service. Vatrix does not collect personal data about you from any other source.

6.2 What Vatrix processes as a controller, and why

Purpose	What we do	Data involved	Legal basis
Service improvement through anonymised data	We anonymise and aggregate data from across our customer base so no individual can be identified. We use this anonymised data to improve our services, develop new features, enhance security, and produce benchmarking insights.	Service usage data, and (for Lone Working users) location data and alarm activation patterns. Once anonymised, this data is no longer personal data.	Legitimate interests (Article 6(1)(f) UK GDPR). Our interest: improving service quality, safety outcomes, and product development.
Account administration	Where your contact details are shared with us for account management (e.g. as an admin or billing contact), we process that data for support, invoicing, and customer relationship purposes.	Business contact details: name, email, phone number, job title.	Legitimate interests (Article 6(1)(f) UK GDPR). Our interest: administering customer relationships.
Legal and regulatory compliance	We may retain certain data to meet legal obligations, respond to claims, or satisfy	Any personal data necessary for the specific purpose.	Legal obligation (Article 6(1)(c)) or legitimate interests (Article 6(1)(f)).

	regulatory or insurance requirements.		
--	---------------------------------------	--	--

6.3 How we anonymise your data

When we anonymise data, we apply techniques that ensure the resulting data cannot be used to identify any individual, either on its own or combined with other data. This includes removing direct identifiers (such as names and contact details), aggregating data across multiple organisations, and applying statistical thresholds to prevent identification within small groups.

Once anonymised, the data is no longer personal data and falls outside the scope of data protection law. We do not attempt to re-identify individuals from anonymised data.

6.4 Our legitimate interests assessment

Where we rely on legitimate interests, we have considered:

Our interest	Improving the safety, reliability, and effectiveness of our services for all users. Understanding usage patterns to develop better products and maintain service quality.
Why this is necessary	We cannot improve our services effectively without understanding how they are used in practice. Anonymisation is the least intrusive means of achieving this purpose.
Impact on you	Minimal. The data is anonymised before use, so it cannot be traced back to you. You can object to pre-anonymisation processing (see Section 6.8).
Safeguards	Industry-standard anonymisation techniques. Restricted access to personal data before anonymisation. Periodic reviews of our processes. This notice and a right to object.

6.5 Who may access your data

In the course of Vatrix's controller processing activities, your personal data may be accessed by:

- Vatrix employees and contractors who need access to perform their roles, subject to confidentiality obligations;
- Our sub-processors, including cloud hosting and infrastructure providers, alarm monitoring centre operators (for Lone Working users), communications service providers, and analytics platforms, who process data on our behalf under written agreements requiring them to protect your data;
- Professional advisers (lawyers, auditors, insurers) where necessary for legal, regulatory, or insurance purposes.

We do not sell your personal data to third parties.

6.6 International transfers

Your personal data is primarily hosted and processed on infrastructure located in the United Kingdom. In limited circumstances, your personal data may be accessed or processed outside the United Kingdom by our sub-processors. Where this occurs, we ensure appropriate safeguards are in place in accordance with UK data protection law, such as the UK International Data Transfer Agreement, Standard Contractual Clauses, or reliance on an adequacy decision.

6.7 How long we keep your data

- Account administration data: for the duration of your Organisation's subscription plus up to 12 months, and longer where required for legal claims or regulatory obligations.
- Data prior to anonymisation: only for as long as needed to complete the anonymisation process. Once anonymised, the data may be retained indefinitely as it is no longer personal data.
- Legal and regulatory data: for the period required by the applicable obligation.

6.8 Your rights

Under UK data protection law, you have the following rights in relation to the personal data that Vatrix processes as a controller:

Right	What this means
To be informed	To know how we use your data. This notice fulfils that obligation.
Of access	To request a copy of the personal data we hold about you as a controller.
To rectification	To ask us to correct inaccurate data.
To erasure	To ask us to delete your data in certain circumstances.
To restrict processing	To ask us to limit how we use your data.
To data portability	To request your data in a portable format where applicable.
To object	To object to processing based on legitimate interests. We will stop unless we can demonstrate compelling grounds. See below for how to exercise this.

Important: For personal data that Vatrix processes on behalf of your Organisation as a data processor (i.e. the core service data), you should direct any data subject requests to your Organisation, not to Vatrix.

6.9 How to object or manage your preferences

You have the right to object to Vatrix's processing of your identifiable personal data for the controller purposes described above (primarily the pre-anonymisation processing for service improvement).

To exercise this right:

- Use the privacy settings within the Vatrix app or Workspace to manage your preferences;
- Ask your Organisation's Vatrix administrator to submit a request on your behalf; or

- Contact Vatrix directly at privacy@vatix.com.

If you object, we will stop processing your identifiable personal data for our own controller purposes. This will not affect your use of the Vatrix service or the processing that Vatrix carries out on your Organisation's behalf.

7. What happens if you breach these terms

If you use Vatrix services in a way that breaches these terms, the consequences are a matter between you and your Organisation. Vatrix's contractual relationship is with your Organisation, and any misuse of the service by you may be treated as a breach of your Organisation's agreement with Vatrix.

In serious cases (such as deliberate misuse, security breaches, or criminal activity), Vatrix reserves the right to:

- Immediately suspend or disable your individual user account, with notice to your Organisation;
- Report the matter to your Organisation for them to deal with under their own policies; and/or
- Report the matter to law enforcement or regulatory authorities where Vatrix considers it necessary or is required to do so.

8. Contact

If you have questions about these terms or about how Vatrix handles your personal data as a controller, you can contact us at:

Vatrix Ltd

Unit 508, 30 Great Guildford Street, London, SE1 0HS

Email: privacy@vatix.com

Vatrix has not appointed a Data Protection Officer, as we are not required to do so under UK data protection law. For any data protection queries or to exercise your rights, please contact us at privacy@vatix.com.

If you have questions about how your Organisation uses the Vatrix service or about the data your Organisation collects through it, please contact your Organisation directly.

You also have the right to lodge a complaint with the Information Commissioner's Office (ICO) at ico.org.uk if you are unhappy with how your personal data is handled.

9. Changes to these terms

We may update these Service User Terms from time to time to reflect changes in our services, legal requirements, or business practices. Where changes are significant, we will take reasonable steps to bring them to your attention through the Vatrix app or Workspace. The latest version is always available at vatix.com/legal/service-user-terms.