

Privacy Policy

Information, enquiries and the website. A clear account of how personal data is handled.

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01 Who is responsible

This Privacy Policy explains how personal data is handled in connection with the ITdoc website at itdoc.io and its English pages. The website administrator and data controller is Zhurlov Nikita SE (Sole Entrepreneur), trading as ITdoc (Russian designation: ИП Журлов Н.О.).

For questions, access requests or withdrawal of consent, contact doc@itdoc.io. This policy covers website enquiries and website analytics. Engagement-specific documents may set out additional terms for professional services.

02 Data we receive

When you contact us, we receive the name, company (if provided), email address or messenger contact, and message you submit. Please do not include sensitive personal information or confidential third-party material in an initial enquiry.

An enquiry may also include its originating page, the selected document or project and tariff, a referral source, campaign parameters (UTM tags), and the submission time. These details help us understand the request and its source.

Website analytics can collect page URLs, referral information, browser and device details, interaction events, technical identifiers and network information such as an IP address. See the Cookie Policy for more on Yandex.Metrica and browser storage.

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03 How we use data

We use enquiry information to review your request, communicate with you, understand the relevant business challenge and, where agreed separately, prepare or provide services. Source information helps us understand which website pages and campaigns lead to enquiries.

Technical information supports website operation and security. Analytics help us assess website usage, navigation and the usefulness of our content. We do not treat a website enquiry as a request to receive unrelated promotional messages.

04 Consent and applicable law

The contact form asks for your consent to processing personal data for the purpose of responding to your enquiry. You may withdraw that consent by emailing doc@itdoc.io. Withdrawal does not retrospectively invalidate processing already carried out.

Where an engagement is agreed, or information must be kept to meet a legal obligation or establish, exercise or defend legal rights, the relevant processing may rely on a basis other than consent where applicable law permits. The applicable basis depends on the circumstances and the legal requirements that govern that processing.

This English policy does not assert that every foreign privacy law applies to ITdoc or that submitting an enquiry creates a professional engagement.

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05 Access, providers and security

Enquiries are stored in ITdoc's existing request-management system. Access is restricted to authorised persons involved in reviewing enquiries and delivering services. Hosting, storage and analytics providers may process technical information or support these functions.

Yandex.Metrica is used for website analytics, including click mapping, link tracking and session-replay functionality (Webvisor). Its own documentation describes its processing practices. We cannot promise that analytics are completely anonymous or that no data ever leaves a particular jurisdiction.

Administrative access and document storage use access controls. These measures reduce risk, but no website or electronic transmission can be guaranteed to be completely secure.

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06 Retention and your requests

Information is kept for the purpose for which it is collected and any applicable legal or engagement requirements. No single fixed retention period is stated here because the appropriate period depends on the type of information and circumstances. Contact us to ask about retention for your enquiry.

You may ask what personal information we hold about you, request correction or deletion, or withdraw consent. We assess each request under applicable law and may need to verify your identity. A legal obligation or a legitimate need to preserve records may limit deletion; if so, we will explain the relevant limitation.

Browser cookie and storage controls are described in the Cookie Policy. Deleting browser data does not automatically delete an enquiry you have already submitted.

07 External links and updates

Our website may link to external websites and communication services. Their own privacy terms apply when you use them.

We may update this policy to reflect changes in the website or data-handling practices. The revision date identifies this edition. The English legal-documents page provides the current published PDF. For questions about either policy, write to doc@itdoc.io.