

## iNTELECT Ltd – Customer Privacy Notice

We at iNTELECT Ltd understand that your privacy is important to you and that you care about how your personal data is used and shared. We respect and value the privacy of all our customers and will only collect and use personal data in ways that are described here, and in a manner that is consistent with our obligations and your rights under the law.

The procedures and principles set out in this Policy will be followed at all times by us as a company, as well as our employees, agents, sub-contractors or other parties working on our behalf.

### **1. Definitions and Interpretation**

In this Policy, the following terms shall have the following meanings:

“**Personal data**” means any and all data that relates to an identifiable person who can be directly or indirectly identified from that data. In this case, it means personal data that you give to us when you become a customer of ours. This definition shall, where applicable, incorporate the definitions provided in the General Data Protection Regulation 2016/679 (“GDPR”); and

“**We/Us/Our**” means iNTELECT Ltd, a company registered in England and Wales under number 05218564, of Unit 22 Greenfields Business Park, Wheatfield Way, Hinckley, Leics, LE10 1BB

### **2. Your Rights**

2.1 As a data subject, you have the following rights under the GDPR, which this Policy and our use of personal data have been designed to uphold:

- 2.1.1 The right to be informed about our collection and use of personal data;
- 2.1.2 The right of access to the personal data we hold about you (see section 9);
- 2.1.3 The right to rectification if any personal data we hold about you is inaccurate or incomplete (please contact us using the details in section 10);
- 2.1.4 The right to be forgotten – i.e. the right to ask us to delete any personal data we hold about you (we only hold your personal data for a limited time, as explained in section 4 but if you would like us to delete it sooner, please contact us using the details in section 10);
- 2.1.5 The right to restrict (i.e. prevent) the processing of your personal data;
- 2.1.6 The right to data portability (obtaining a copy of your personal data to re-use with another service or organisation);
- 2.1.7 The right to object to us using your personal data for particular purposes; and
- 2.1.8 Rights with respect to automated decision making and profiling.

2.2 If you have any cause for complaint about our use of your personal data, please contact us using the details provided in section 10 and we will do our best to solve the problem for you. If we are unable to help, you also have the right to lodge a complaint with the UK’s supervisory authority, the Information Commissioner’s Office.

2.3 For further information about your rights, please contact the Information Commissioner’s Office or your local Citizens’ Advice Bureau.

### **3. What Data Do We Collect?**

3.1 We collect and process the following personal data in order for us to provide our services and/or equipment to you as a customer of ours:

- 3.1.1 Name;
- 3.1.2 Contact information including email address, trading address and telephone number;
- 3.1.3 Billing and/or delivery address and contact information, if this is different from your trading address;
- 3.1.4 Various IT-related passwords, as necessary;
- 3.1.5 Any personal data relating to other data subjects that you may send to us or make available to us (you will be advised when entering into a contract with us that you must first obtain the permission of any data subjects whose details you provide or make available to us and warrant that you have obtained that permission);
- 3.1.6 Your IP address, web browser type and version and operating system if you visit our website (intalect.co.uk). We have included a separate privacy policy on our website, which relates only to the information we collect when you visit our website.

3.2 We will never ask you to provide us with your personal passwords and if you forget your password, we will send you a new, temporary holding password, which you must then change immediately. We store passwords on a secure and encrypted system, solely to enable us to provide our services as your IT provider.

3.3 If you choose to leave equipment with us for repair or investigation, or if we log-in remotely to your device(s) as part of our support services, we will only access personal data on the equipment to the extent necessary for us to carry out our services. In any case, it will only be accessed and viewed and it will not be stored.

### **4. How Do We Use Your Data?**

4.1 All personal data is processed and stored securely, for no longer than is necessary in light of the reason(s) for which it was first collected. It is both your and our responsibility to delete any software monitoring applications immediately on termination of your contract with us. We will retain passwords for no longer than 3 months after termination of the contract, after which time they will be securely deleted from our system.

4.2 We will comply with our obligations and safeguard your rights under the GDPR at all times. For more details on security see section 5, below.

4.3 Our use of your personal data will always have a lawful basis, because it is necessary for our performance of a contract with you, because you have consented to our use of your personal data (e.g. by subscribing to emails), or because it is in our legitimate interests. Specifically, we may use your data for the following purposes:

- 4.3.1 Supplying our services and equipment to you (as set out above, we require your personal data in order to enter into a contract with you);
- 4.3.2 Replying to emails from you; and
- 4.3.3 Supplying you with emails that you have opted into (you may unsubscribe or opt-out at any time by emailing us directly).

4.4 With your permission and/or where permitted by law, we may also use your data for marketing purposes which may include contacting

you by email with information, news and offers on our services. We will not, however, send you any unsolicited marketing or spam and will take all reasonable steps to ensure that we fully protect your rights and comply with our obligations under GDPR and the Privacy and Electronic Communications (EC Directive) Regulations 2003.

- 4.5 You have the right to withdraw your consent to us using your personal data at any time, and to request that we delete it.
- 4.6 We do not keep your personal data for any longer than is necessary in light of the reason(s) for which it was first collected.

#### **5. How and Where Do We Store Your Data?**

- 5.1 We only keep your personal data for as long as we need to in order to use it as described above in section 4, and/or for as long as we have your permission to keep it.
- 5.2 We will only store your data in the UK, however, third party processors we use may store data elsewhere, as set out in section 6.
- 5.3 Data security is very important to us, and to protect your data we have taken suitable measures to safeguard and secure data collected.

#### **6. Do We Share Your Data?**

- 6.1 We may sometimes contract with other third parties to supply services to you on our behalf. In some cases, these third parties may require access to some or all of your data. Where any of your data is required for such a purpose, we will take all reasonable steps to ensure that your data will be handled safely, securely and in accordance with your rights, our obligations and the obligations of the third party under the law.
- 6.2 We may sometimes use third party data processors that are located outside of the European Economic Area ("the EEA") (The EEA consists of all EU member states, plus Norway, Iceland, and Liechtenstein). Where we transfer any personal data outside the EEA, we will take all reasonable steps to ensure that your data is treated as safely and securely as it would be within the UK and under the GDPR.
- 6.3 In certain circumstances, we may be legally required to share certain data held by us, which may include your personal data, for example, where we are involved in legal proceedings, where we are complying with legal requirements, a court order or a governmental authority.

#### **7. What Happens If Our Business Changes Hands?**

- 7.1 We may, from time to time, expand or reduce our business and this may involve the sale and/or the transfer of control of all or part of our business. Any personal data that you have provided will, where it is relevant to any part of our business that is being transferred, be transferred along with that part and the new owner or newly controlling party will, under the terms of this Privacy Notice, be permitted to use that data only for the same purposes for which it was originally collected by us.
- 7.2 In the event that any of your data is to be transferred in such a manner, you will not be contacted in advance and informed of the changes.

#### **8. How Can You Control Your Data?**

- 8.1 In addition to your rights under the GDPR, set out in section 2, when you submit personal data to us, you may be given options to restrict our use of your data. In particular, we aim to give you strong controls on our use of your data for direct marketing purposes (including the ability to opt-out of receiving emails from us which you may do by unsubscribing using the links provided in our emails and at the point of providing your details).
- 8.2 You may also wish to sign up to one or more of the preference services operating in the UK: The Telephone Preference Service ("the TPS"), the Corporate Telephone Preference Service ("the CTPS"), and the Mailing Preference Service ("the MPS"). These may help to prevent you receiving unsolicited marketing. Please note, however, that these services will not prevent you from receiving marketing communications that you have consented to receiving.

#### **9. How Can You Access Your Data?**

You have the right to ask for a copy of any of your personal data held by us (where such data is held). Please contact us for more details using the contact details below in section 10.

#### **10. Contacting Us**

If you have any questions about our Site or this Privacy Notice, please contact us by email at [info@intalect.co.uk](mailto:info@intalect.co.uk) or by phone on 01455 560048. Please ensure that your query is clear, particularly if it is a request for information about the data we hold about you (as under section 9, above).