

Privacy Notice

“We” are Connect Telecom Services Limited, a company registered in England and Wales under company number 11905576. Our registered office is at 701 Merlin Park, Ringtail Road, Burscough, Merseyside, L40 8JY and we trade under the name Connect Telecom. We are a data controller for the purposes of the Data Protection Act 2018, the EU General Data Protection Regulation (GDPR) and any other data protection legislation applicable in the UK from time to time.

We respect your privacy and are committed to protecting your personal data. In this privacy policy we explain how we collect and use your personal information when you visit our website or use our services.

If you have any questions about your privacy on our website, or our use of your personal data, please contact us.

Please note that links from our website may take you to external websites which are not covered by this policy. We recommend that you check their privacy policies before submitting any personal information to such sites. We will not be responsible for the content, function or information collection policies of these external websites.

What information do we collect about you and how do we collect it?

You are not required (by law or by any contract with us) to provide personal information to us via our website. We will only require you to provide personal information to us where it is necessary for us to provide you with a service at your request.

Information you provide to us

We may receive personal information about you whenever you contact us. For example, by doing the following:

- Enquiring about our products and services, including filling out a contact form on our website.
- Filling out a contact form or providing contact details to us at a conference, exhibition or other event.
- Purchasing our services and providing us with instructions.
- Using our services, including when you report a problem with our services.
- Supplying us with your products or services.
- Using and browsing our website.
- Telephoning, texting, writing by post, emailing us or contacting us via social media.
- Submitting a testimonial to our website.
- Subscribing to our mailing list or newsletters or providing us with your email preferences/ interests.
- Enquiring about, or applying for, job vacancies.

This information may include the following:

- Normal identification information, such as your full name, occupation, job title, date of birth, age, sex, gender identity, marital status.
- Contact information, such as your postal address, email address and telephone number.
- Other information to identify you, for example, the name of your employer.
- Information required to use our services, for example, a username or password.
- Additional information relevant to your use of our website and services, such as your marketing preferences, survey responses and feedback.
- Payment information (this is securely collected and processed by our payment provider).
- In respect of job applications, your CV including details of your education and employment history (and any other information which you may choose to provide to us with your CV).

Information we collect about you on our website

We collect information using cookies and other similar technologies to help distinguish you from other users of our website. These can streamline your online experience by saving you from re-inputting some information and also allow us to make improvements to our website. For more information about how and why we use cookies, please contact us.

When you visit our website we may collect the following information:

- Browser details, such as which pages you view and which links you follow.
- Your IP address and general location.
- Details of the hardware and software that you are using to access the website.
- Other information in relation to the device you are using to access our website including unique device identifiers, mobile network information, mobile operating system details, the type of mobile browser you use, time zone settings, your geographical location and any specific settings applied.
- A device identifier (cookie or IP address) for fraud prevention.
- Details of your visits to our website and the resources that you access, including, but not limited to, traffic data, location data, weblogs and other communication data.

Where orders originate from advertising sources, we record the source of each order. This is purely to allow us to assess the effectiveness of these adverts and is not used for customer profiling of any kind.

Our website is not intended for children and we do not knowingly collect data relating to children.

Information we collect about you from other sources

We may collect information about you from other sources. This may include the following:

- Publicly available information, from sources such as Companies House and the Electoral Roll.
- Information you have shared publicly, including on social media (particularly in respect of job applications).
- If you apply for a job, we may collect information about your criminal record by obtaining a DBS check through an approved agency (where required or permitted by law).
- Information from third parties such as credit reference agencies.

This list is not exhaustive and, in specific instances, we may need to collect additional data for the purposes set out in this policy.

Information we receive about you from other sources

Sometimes you will have given your consent for other websites, services or third parties to provide information to us.

This could include information we receive about you if you use any of the other websites that we operate or the other services that we provide, in which case we will have informed you when we collected that data if we intend to share those data internally and combine it with data collected on this website. We will also have told you for what purpose we will share and combine your data.

It could also include information from third parties that we work with to provide our products and services, such as payment processors, delivery companies, third party suppliers, technical support companies and advertising companies. Whenever we receive information about you from these third parties, we will let you know what information we have received and how and why we intend to use it.

How and why do we use your personal information?

We take data protection law seriously, so below we have set out exactly how and why we use your information, and what our legal basis is to be able to use your information in each way.

Providing our services

It is necessary for us to use personal information about you to enter into and perform the contracts that we make with you, such as when you become a customer. To process your personal data in this way,

we will rely on legal bases of performing our contract with you and pursuing our legitimate interests. Using your information in this context is necessary so that we can:

- Provide you and other connected parties with our services.
- Provide you with information about our products and services.
- Verify your identity.
- Make a decision to supply our services.
- To provide you with customer service, including the provision of the helpdesk service and to deal with any complaints you may have.
- Contact you about any changes that we make to our products or services.
- Administer our website including troubleshooting problems, analysing statistics, conducting research and tests and keeping the website secure.
- Administer your orders and take payments.

If you enquire about, or apply for, a job vacancy, it is necessary for us to use your personal information as part of the recruitment process, in order to assess your suitability for a particular role.

Telling you about other products or services that we think may be of interest to you

We may use your information to identify and tell you about our products or services that we think may be of interest to you, and we will rely on the lawful basis of legitimate interests in doing so. We will only do this where you have informed us that you would like to receive marketing communications and you may update your preferences at any time by contacting us

We may also use your information to invite you to participate in market research. If we do contact you about market research, you do not have to participate. If you tell us that you do not want to receive market research communications, we will respect this.

Whether you choose to receive marketing communications, or market research communications is entirely up to you. You can choose to receive both, none, or just one or the other. Your choice will not affect any products or services that you have purchased from us, nor will it affect any quotes for products or services you buy in future.

Telling you about products or services that are similar to ones that you have already bought

If you have already bought a product or service from us, or you have already obtained a quote from us, we may contact you with some information about products and services that are similar. We will rely on the lawful basis of legitimate interests in doing so.

We will only contact you by email or telephone and you can choose not to receive these messages at any time. Simply follow the instructions in the message, or contact us.

Making our business better

We always want to offer the best products, services and experience that we can. Sometimes this means we may use your information to find ways that we can improve what we do, or how we do it.

In this context, we will rely on the lawful basis of legitimate interests and will only use your information where it is necessary so that we can:

- Review and improve our existing products and services and develop new ones.
- Review and improve the performance of our systems, processes and staff (including training).
- Improve our website to ensure that content is presented in the most effective manner for you and for your computer.

Contacting you

We want to stay in touch with you. Sometimes we may need to use the information that we have about you in order to provide our services, respond to your questions or let you know about important changes.

We will rely on the lawful basis of performing our contract with you and pursuing our legitimate interests when we contact you.

We will only use your information in this respect where it is necessary so that we can:

- Interact and respond to any communications you send us, including where you use the contact us section, and any social media posts that you tag us in.
- Let you know about any important changes to our business or policies.

Verifying your identity

We may use your information where it is necessary for us to do so in order to meet our legal obligations or to detect and prevent fraud, money-laundering and other crimes.

Protecting you and others from harm

We may use your information where it is necessary to protect your interests, or the interests of others, in accordance with our legal obligations and the pursuit of legitimate interests. This may include in the event of criminality such as identity theft, piracy or fraud.

Change of purpose

We will only use your personal information for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If we need to use your personal information for an unrelated purpose we will notify you and we will explain the legal basis which allows us to do so.

Please note that we may process your personal information without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.

Who do we share your personal information with?

Sharing your information within our company and group

We share the information that you provide to us with our staff so that we can provide our services to you.

Sharing your information with third parties

We may share your data with selected third parties. For example, we may share your information with:

- Internet hosting providers to host the website, related infrastructure, services and applications.
- Technology providers and web developers to fix website and software issues or develop new website or software features to improve your experience.
- Contact management systems to send emails, instant messages, social media messages and SMS messages.
- Other third party service providers who provide services on our behalf or support our business functions including support with business administration including email campaigns, accounting and payment processing, marketing and advertising, customer feedback, analytics, legal compliance, quality assurance and technical development.
- Payment providers and other financial third parties in order to facilitate payment.
- Third party suppliers to provide the contracted products and services to you.

There are certain exceptional circumstances in which we may disclose your information to third parties. This would be where we believe that the disclosure is:

- Required by the law, or in order to comply with judicial proceedings, court orders or legal or regulatory proceedings.
- Necessary to protect the safety of our employees, our property or the public.
- Necessary for the prevention or detection of crime, including exchanging information with other companies or organisations for the purposes of fraud protection and credit risk reduction.
- Proportionate as part of a merger, business or asset sale, in the event that this happens we will share your information with the prospective seller or buyer involved.

How long do we keep your personal information?

We will only store your personal information for as long as we need it for the purposes for which it was collected. Where we provide you with any service, we will retain any information you provide to us at least for as long as we continue to provide that service to you.

If you apply for a job vacancy (or otherwise send us your CV) we will retain your CV (and any publicly available information, for example from social media) for a period of 12 months. If we are considering you for a particular role, we may retain this information for longer than that period.

In all other circumstances, we will keep your information for such time as we have a contract with you and for a period of 6 years after the end of such contract.

When we have no ongoing legitimate business need to process your personal data we will delete it, anonymise it or isolate it from any further processing until deletion is possible.

In some circumstances we may anonymise your personal data (so that it can no longer be associated with you) where we use the information for research or statistical purposes or sharing with third parties in which case we may use this information indefinitely without further notice to you.

How do we protect your personal information?

We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this policy.

We try to ensure that all information you provide to us is transferred securely via the website. Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our website; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

All information you provide to us is stored on secure servers in the UK and EEA.

What rights do you have in respect of your personal information?

If you require any further information about your rights as explained below, or if you would like to exercise any of your rights, please contact us.

You have the right to be informed

We have a legal obligation to provide you with concise, transparent, intelligible and easily accessible information about your personal information and our use of it. We have written this policy to comply with this right.

You have the right to access your personal data

You have the right to ask us to confirm whether or not we hold any of your personal information. If we do, you have the right to have a copy of your information and to be informed of the following:

- Why we have been using your information.
- What categories of information we were using.
- Who we have shared the information with.
- How long we envisage holding your information.

In order to maintain the security of your information, we will have to verify your identity before we provide you with a copy of the information we hold. The first copy of your information that you request from us will be provided free of charge, if you require further copies we may charge an administrative fee to cover our costs.

You have the right to correct any inaccurate or incomplete personal data

Where you have requested a copy of the information we hold about you, you may notice that there are inaccuracies in the records, or that certain parts are incomplete. If this is the case you can contact us so that we can correct our records.

You have the right to be forgotten

There may be times where it is no longer necessary for us to hold personal information about you. This could be if:

- The information is no longer needed for the original purpose that we collected it for.
- You withdraw your consent for us to use the information (and we have no other legal reason to keep using it).
- You object to us using your information and we have no overriding reason to keep using it.
- We have used your information unlawfully.
- We are subject to a legal requirement to delete your information.

In those situations you have the right to have your personal data deleted. If you believe one of these situations applies to you, please contact us.

You have the right to have your data transferred to you or a third party in a common format

Also known as data portability, you have the right to obtain a copy of your personal data for your own purposes. This right allows you to move, copy or transfer your personal data more easily from one IT system to another, in a safe and secure way.

If you would like us to transfer a copy of your data to you or another organisation in a structured, commonly use and machine-readable format, please contact us. There is no charge for you exercising this right.

You have the right to object to direct marketing

You can tell us at any time that you would prefer that we do not use your information for direct marketing purposes. If you would not like to receive any direct marketing from us, please contact us or use the links provided in any of our marketing communications.

You have the right to object to us using your information for our own legitimate interests

Sometimes, we use your personal information to achieve goals that will help us as well as you. This includes when we tell you about products or services that are similar to ones you have already bought; when we use your information to help us make our business better; and when we contact you to interact, communicate or to let you know about changes we are making.

We aim to always ensure that your rights and information are properly protected. If you believe that the way we are using your data is not justified due to its impact on you or your rights, you have the right to object. Unless we have a compelling reason to continue, we must stop using your personal data for these purposes.

You have the right to restrict how we use your personal data

You have the right to ask us to stop using your personal data in any way other than simply keeping a copy of it. This right is available where:

- You have informed us that the information we hold about you is inaccurate, and we have not yet been able to verify this.
- You have objected to us using your information for our own legitimate interests and we are in the process of considering your objection.
- We have used your information in an unlawful way, but you do not want us to delete your data.
- We no longer need to use the information, but you need it for a legal claim.

Changes to our Privacy Policy

Any changes we make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by email. Please check back frequently to see any updates or changes to our privacy policy.

This version was last updated in March 2019 and historic versions can be obtained by contacting us.

Complaints

If you wish to make a complaint about our collection or use of your personal data, please contact us in the first instance so that we may seek to resolve your complaint.

You have the right to lodge a complaint with the Information Commissioner's Office (ICO), the statutory body which oversees data protection law in the UK. Please visit the [ICO website](#) if you wish to lodge a complaint with the ICO.

Contact Us

Our contact details are as follows.

Post: Connect Telecom, 701 Merlin Business Park, Burscough, L40 8JY

Email: info@connecttele.com

Website: www.connecttele.com