

# Privacy Policy

## **1 Context and overview**

### **Key details**

Policy prepared by:	Mark Barnes.
Approved by board / management on:	12 <sup>th</sup> March 2018.
Policy became operational on:	12 <sup>th</sup> March 2018.
Next review date:	October 2018.

# **Privacy Policy**

## **Who are we**

We are 21 Plus Telecom Limited and can be contacted on the below contact details:

- Email: [sales@21plustelecom.co.uk](mailto:sales@21plustelecom.co.uk)
- Telephone: 01204 368 630
- Address: Second Floor, Bayley House, St Georges Square, Bolton BL1 2HB

## **Why do we collect and use your personal information**

We collect your full name, email address, contact number and postcode via the enquiry form on our website. We use this information to contact you to discuss our products and services.

If you decide to engage our services we will use your personal information to provide our services to you. This includes installation, maintenance and support for the business telephone system we provide to your business.

## **What happens if I do not provide my personal information**

We need your personal information in order to contact you to discuss our products and services if we do not collect your personal information we will not be able to provide our services to you.

## **Who will we share your personal information with**

We will not share your personal information with any third parties.

## **Transferring your personal information outside Europe**

We will not transfer your personal information outside of Europe.

## **How long will we store your personal information**

We will not store the personal information you provide to us via the enquiry form on our website if you do not proceed with our services. Your personal information will be deleted from our system in these circumstances.

If you engage our services we will store your personal information for up to six years after you cease engagement with our services. This is to enable us to refer to our records in the unlikely event that you want to lodge a complaint against us within six years.

## **What are your rights in relation to your personal information**

### **Right to access**

You have the right to request copies of the personal information we hold about you at any time.

### **Right to rectification**

You have the right to request that we correct any inaccurate personal information we hold about you.

#### Right to erasure

You have the right to request that we delete your personal information from our records.

Please note that we will not be able to delete your personal information whilst we are still providing our services to you. We will be able to delete your personal information once you cancel the service or once the service is completed.

#### Right to restrict processing

You have the right to request that we restrict how we use your personal information.

#### Right to object

You have the right to object to the collection and use of your personal information at any time.

#### Right to data portability

You have the right to obtain a copy of your personal information in a legible and compatible format such as Excel or Word.

### **How can I exercise my rights in relation to my personal information**

You can exercise all of your rights by contacting us on any of the above contact details.

### **How do I lodge a complaint about the use of my personal information**

You can lodge a complaint with us directly by contacting us on one of the above contact details.

You also have the right to lodge a complaint directly with the Information Commissioner's Office (ICO). The ICO are the regulator who makes sure that we use your personal information in a lawful way.

You can lodge a complaint with the ICO by following this link <https://ico.org.uk/concerns/> or calling the ICO on 0303 123 1113.