

GDPR – Privacy Notice

Policy Overview:

GDPR – General Data Protection Regulations is a piece of legislation which protects your personal data. This GDPR Privacy Notices shall,

- Detail what information PROJECT PARTNERS (TELECOMS) LTD require
- Why PROJECT PARTNERS need the data
- How PROJECT PARTNERS will manage the data
- How long it shall hold the data
- How to opt out and the implications of opting out

What data PROJECT PARTNERS (TELECOMS) LTD need:

PROJECT PARTNERS will be what's known as the "Controller" of the personal data you provide to us. We only collect basic personal data about you which does not include any special categories of personal information about you (known as Special Category Data). This does however include;

- Name
- Address
- e-mail
- Contact numbers
- Details of complete or previous training qualifications
- Financial information (payment information such as a debit/credit card)

Why PROJECT PARTNERS (TELECOMS) LTD need this information:

PROJECT PARTNERS need to know what shall be referred to as basic personal data – name, address, e-mail, contact numbers, in order to provide PROJECT PARTNERS services and communicate effectively. PROJECT PARTNERS require to hold details of completed and previous training qualifications in order to support refresher training at periods legally or advisory required.

PROJECT PARTNERS do not retain personal payment details, all payments made to PROJECT PARTNERS are via secure digital payment methods. PROJECT PARTNERS are likely to only require personal financial payment details in order to credit you with a refund where required. PROJECT PARTNERS will not collect any personal data from you we do not need to provide and oversee our services for and to you.

What PROJECT PARTNERS (TELECOMS) LTD do with the information:

PROJECT PARTNERS only ever use your data which you provide us with;

- to enter into, or perform, a contract with you
- to comply with a legal duty
- to protect your vital interests
- for our own (or a third party's) lawful interests, provided your personal rights don't override these

In any event, we'll only use your information for the purpose or purposes it was collected for (or for closely related purposes).

We may process personal information for certain legitimate business purposes, which include some or all of the following:

- where the processing enables us to enhance, modify, personalise or otherwise improve our services/communications for the benefit of our customers
- to identify and prevent fraud
- to enhance the security of our network and information systems
- to better understand how people, interact with our websites
- to provide postal communications which we think will be of interest to you
- to determine the effectiveness of promotional campaigns and advertising.

Whenever we process data for these purposes, we will ensure that we always keep your personal data rights in high regard and take account of these rights at all times.

When we process your personal data for our legitimate interests, we will make sure that we consider and balance any potential impact on you (both positive and negative), and your rights under data protection laws.

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Our legitimate business interests do not automatically override your interests - we will not use your personal data for activities where our interests are overridden by the impact on you (unless we have your consent or are otherwise required or permitted to by law). You have the right to object to this processing if you wish, and if you wish to do so please contact PROJECT PARTNERS on info@specong.co.uk detailing what personal data you believe PROJECT PARTNERS hold on you and that you wish for the data to be removed / deleted. Please bear in mind that if you object this may affect our ability to carry out tasks above for your benefit, if this is the case we shall communicate to you directly to confirm you wish for PROJECT PARTNERS to stop holding whatever limited personal data PROJECT PARTNERS holds.

Where PROJECT PARTNERS (TELECOMS) LTD store your data:

PROJECT PARTNERS are based in the UK and we store our data within the UK or EU. Some organisations which provide services to us may transfer personal data outside of the EU, but we will only allow them to do if your data is adequately protected.

For example, some of our systems use Microsoft products. As a US company, it may be that using their products result in personal data being transferred to or accessible from the US. However, we will allow this as we are certain personal data will still be adequately protected (as Microsoft is certified under the USA's Privacy Shield scheme).

How long PROJECT PARTNERS (TELECOMS) LTD hold your data:

PROJECT PARTNERS will only use and store information for so long as it is required for the purposes it was collected for. How long information will be stored depends on the information in question and what it is being used for. For example, if you ask us not to send you marketing e-mails, we will stop storing your e-mails for marketing purposes (though we'll keep a record of your preference not to be e-mailed).

We continually review what information we hold and delete what is no longer required. We never store payment card information. We will not retain your data for any longer than necessary and the longest time that we will hold your data will be 5-years.

What are your rights?

We want to ensure that you remain in control of your personal data. Part of this is making sure you understand your legal rights, which are as follows:

- the right to confirmation as to whether we have your personal data and, if we do, to obtain a copy of the personal information we hold (this is known as a data subject access request)
- the right to have your data erased (though this will not apply where it is necessary for us to continue to use the data for a lawful reason)
- the right to have inaccurate data rectified
- the right to object to your data being used for marketing or profiling; and
- where technically feasible, you have the right to personal data you have provided to us which we process automatically based on your consent or the performance of a contract. This information will be provided in a common electronic format.

Please keep in mind that there are exceptions to the rights above and, though we will always try to respond to your satisfaction, there may be situations where we are unable to do so. If you wish to raise a complaint on how we have handled your personal data, you can contact Duncan Mackintosh who will investigate the matter.

If you are not satisfied with our response or believe we are processing your personal data not in accordance with the law you can complain to the Information Commissioner's Office, the UK supervisory authority for data protection issues.