

# IntelliSoftware

## Privacy Notice

### 1. Introduction

We respect your privacy and understand that privacy is important to you and that you care about how information about you is used, so this privacy notice sets out details about what data we collect and how we use it.

### 2. Visitors to our website

Where we collect personal data via our websites (<http://www.intellisoftware.co.uk>, <http://www.smsmanager.co.uk> and <http://www.intellisms.co.uk>), we will be upfront about it and it will be obvious to you that you're providing personal data and how we will be using it.

#### 2.1. The use of cookies

We use a number of first-party cookies on our websites (<http://www.intellisoftware.co.uk>, <http://www.smsmanager.co.uk> and <http://www.intellisms.co.uk>).

We use session cookies:

- To allow you to carry information across pages of our site and avoid having to re-enter information.
- Within registration to allow you to access stored information.

We use persistent cookies:

- To help us recognise you as a unique visitor (using a number, you cannot be identified personally) when you return to our website.

We do not use any third-party cookies.

If you want to take control of what cookies we use, most web browsers allow cookie controls through their settings. You can find out more about cookies, including how to see what cookies have been set via <https://www.aboutcookies.org> or <http://www.allaboutcookies.org>. However, please note that if you do not allow cookies whilst using our website the functionality and your use of your site will be significantly impacted.

#### 2.2. Online forms

If you fill out a website form on our website a notification email is sent to the relevant person within our company and a copy may be stored within the website database. However, whilst our site does not use SSL (https) the data you submit using a form will be encrypted once you press the "Submit" button. Any data stored locally (within the website) is not accessible by visitors to the website.

### **2.3. Hosting**

Our website is hosted by Rackspace Limited, Unit 5, Millington Road, Hyde Park Hayes, Middlesex, UB3 4AZ GB

### **2.4. Security**

Rackspace is primarily responsible for three critical security areas: physical security, network infrastructure, and corporate security operations. Physical security includes locking down and logging all physical access to our data centre. Operational security involves creating business processes and policies that follow security best practices to limit access to confidential information and maintain tight security over time.

However, it is the responsibility of our customers to ensure that they have implemented the necessary security controls to protect their data and meet their compliance requirements, whilst using our systems.

## **3. People who call our office**

If you call our support helpline, we will already have your information stored in our customer database. We may use this information to verify your identity before helping with your enquiry. We will update our records with details of your query and how it was resolved.

If you call our sales line, we will ask for the minimal information we need to provide any information relating to your call. The details may be stored, for future reference, in our email system; if you become a customer your details will be stored in our support database.

## **4. People who contact us via email**

Any emails we receive are stored locally on our computers within our email server. Access to them is protected via Windows User accounts. We also scan the email for viruses when it arrives on our servers and again before it is delivered to our local computers using GFI Essentials.

## **5. People who are our customers**

When you become a customer, we will set you up a user account on our system. We will input and store the minimal information needed to facilitate your service.

We may also set you up with a billing account (depending on whether you're a self-service customer or not). We will only record on this system the minimal amount of information to allow us to bill you for the services used. Only we have access to this billing account information.

When you use our services, our systems will record details of the messages sent and received including the phone numbers and the full message content. The records enable us

to bill you and to contact you were necessary concerning your orders and renewing the services that you have with us. The records also enable us to provide technical support to you in relation to the service.

## **6. Retention**

Unless stated elsewhere in this document or in our terms of services we only store the data necessary to provide the services we provide to you. We will keep this data for as long as it is lawful for us to do so (this may be for as long as you are a customer or because of a legal obligation to retain the information, whichever is the longest).

## **7. Third party processors**

We use a number of third-party services for the purposes of effectively running our business and providing our services to you.

In all cases where we are using a third-party service or company, we will only provide the minimal amount of information for the purposes of delivering the service to us and to meet our requirements.

We always carry out due diligence against all our third-party suppliers for the purposes of ensuring their compliance with data protection, maintaining adequate security of your data and ensuring they apply adequate data protection principles to the processing of the data we supply.

## **8. Your rights**

Under current data protection legislation in the UK, you have rights as an individual which you can exercise in relation to the data we store and process about you. You can find more information about your rights on the Information Commissioner's website:  
<https://ico.org.uk/for-the-public/>

### **8.1. Complaints**

If you want to make a complaint about the way we are processing your data, you can contact us, using the contact details below. You also have the right to complain to the Information Commissioner's Office: <https://ico.org.uk/concerns/>

### **8.2. How to withdraw consent and object to processing**

Where we are processing your data and needed to ask your permission to do so, you are able to withdraw your consent at any time. If you wish to stop receiving our marketing emails you can do so, by clicking on the "unsubscribe" link at the bottom of the email. Otherwise, you can contact us, using the contact details below.

If you wish to raise concerns about the way we are processing your data or would like to raise an objection, then please email us via the contact details below, with your concerns.

### **8.3. Keeping your data up to date**

It is important that any of your data that we process is kept up to date. We will from time to time ask you to verify your contact details but if you wish to update any information we hold about you, please contact us using the contact details below.

### **8.4. Erasure of your data (the “right to be forgotten”)**

Under some circumstances you may request us to delete your data from our systems. Where this is possible (e.g. we don't have any legal purpose for continuing to process your data) we will erase it from our systems.

If you wish to exercise your right to be forgotten, please contact us via the contact details below.

### **8.5. Portability**

Your right to portability allows you to request a machine-readable format of the data you supplied to us and associated service logs (where we store them). Please contact us, using the contact details below, if you wish to receive a CSV export of your data.

### **8.6. Access to your data**

You have the right to ask us about what data we hold about you, how we process it and provide you with a copy of the information, free of charge and within one month of your request.

To make a request for any personal information we hold and process about you, we would prefer it if you could put it in writing or in an email to the addresses below. We will need to verify your identity before providing the information and where necessary may contact you further to ensure we understand what data you are requesting.

## **9. Disclosure of information**

We do not share any personal data with any third parties unless it is lawful for us to do so, if required by law to do so or if you provide us with permission to do so.

## **10. More information**

For more information about your data rights and privacy or data protection in general visit the Information Commissioner's Office website: <https://ico.org.uk>

## 11. How to contact us

If you have any questions about how we collect and use your information not covered in this privacy notice, or if you wish to speak to someone about our approach to data protection and privacy, please contact:

Chris Vine  
Arena Business Centre  
Holyrood Close  
Poole  
Dorset  
United Kingdom  
BH17 7FJ  
+44 (0)1202 311572  
chris.vine@intellisoftware.co.uk

## 12. Changes to our privacy notice

We may change or update elements of this privacy notice from time to time or as required by law. The most current version of our privacy notice is available on our website at <https://www.intellisoftware.co.uk/company-information/>

## 13. Document control

Version	Date	Author	Status	Comments
V1.0	07/05/18	Mark Gracey	APPROVED	First version