

CALL CENTRE SOLUTIONS PRIVACY NOTICE

Effective date: 24th January 2021

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1. ABOUT CALL CENTRE SOLUTIONS AND THIS PRIVACY NOTICE:

Call Centre Solutions is registered in England at 13 Freeland Park, Wareham Road, Poole BH16 6FA. We operate the website www.callcentresolutions.co.uk. This Privacy Notice explains how Call Centre Solutions collects, uses and discloses personal data. We take protecting your privacy and security very seriously. We always take all reasonable steps within our power to make sure your personal information is safe and only used for specified purposes. This Privacy Notice will be updated from time to time. Any updates will be shown here on this website.

2. HOW TO CONTACT US:

If you have any questions about how we use your personal data, please contact us at hello@callcentresolutions.co.uk

3. PROCESSING PERSONAL DATA ON BEHALF OF OTHER BUSINESSES:

Call Centre Solutions acts as an administration service to other businesses. Therefore we process personal data for specified purposes, on behalf of our business clients, in line with agreements we have with those businesses. For example: Handling transactions from their customers, e.g. payment processing; Administering policies, e.g. setting up and sending out new policies; Providing customer services, e.g. if you have a query or wish to cancel a policy; Storage of customer call recordings on behalf of our clients. In these situations we always act in accordance with the instructions provided by the businesses we act for.

4. THE PERSONAL INFORMATION WE USE:

We may collect personal information when you interact with us. The type and quantity of personal information we collect at different times varies depends on the purposes for which it will be used. We collect personal information in these ways: You choose to provide personal information to us via this website. For example, if you complete the 'Get in touch' box. We may collect certain personal information in a telephone call, for example, to respond to a telephone request from you and to provide customer services to you. The personal information we collect and use includes: The data we collect may include your name, address, title and email address. If you contact us for customer services reasons, we may also ask you to confirm certain details regarding a policy you hold. We do not make decisions about people based solely upon automated processing. We do not knowingly collect personal information from persons under the age of 18. We reserve the right at our discretion to delete any information identified as having been provided by under 18s.

5. THE PURPOSES WE USE YOUR PERSONAL INFORMATION FOR:

We use personal information in limited ways for the following purposes: To provide the services, products or information you have requested; To contact you about your services or products, including policy & payment information and reminding you when a policy is due to lapse; To carry out internal administration and analysis; To carry out any obligations arising from any contracts or agreements you may enter into. To help us to understand how we can improve our services, products and information, or those of the businesses we act for, for your benefit; To keep a record of your relationship or activity with us.

6. THE LAWFUL GROUNDS WE RELY ON TO USE YOUR PERSONAL INFORMATION:

We rely on the following lawful grounds to use your personal information: a) When it is necessary in connection with the performance of a contract with you Sometimes it is necessary to process personal information so that we can fulfil our contractual obligations to you. For example, to provide specific services under a contract or agreement between us. b) When it is necessary for compliance with a legal obligation We sometimes need to process personal data to meet specific legal obligations. c) When it is within our legitimate interests We may process personal information when it is necessary for our own legitimate interests, or for those of a third party (e.g. a business for which we provide services). We will only do this when the processing is fair, proportionate and does not unduly impact the rights or interests of individuals.

7. YOUR LEGAL RIGHTS CONCERNING YOUR PERSONAL INFORMATION:

You have certain rights concerning how we use your personal information. Right to access your personal information You have the right to access the personal data we may hold about you and the purposes for which we use it. You can contact us at hello@callcentresolutions.co.uk. We may ask for proof of your identity. On receipt of your request we will endeavor to respond to you as soon as possible, at most within one calendar month. You also have the right to ask for any

errors in the personal information we hold about you to be corrected, or to request the restriction of our processing of your personal information, or (in certain situations) you may ask for it to be erased. If you don't want us to retain certain personal information, it's best just not to give that personal information to us. If you want us to erase your account, or any other personal information we may hold about you, please contact us at hello@callcentresolutions.co.uk. You may obtain, rectify, update or request deletion of your personal information by contacting us using the email address above. Right to complain You have the right to complain to us about the way we use your personal information, using the email address above. If you're unhappy with the way in which we have handled your personal data you have the right to contact or complain to the Information Commissioner's Office (ICO).

8. WHO WE SHARE PERSONAL INFORMATION WITH:

We would only disclose your personal information to other parties for specific, limited and legal purposes, such as: if we believe in good faith that the law requires disclosure, such as in the event of a police investigation, or to regulatory bodies or legal advisors; when it's necessary to disclose information to protect the rights, property and safety of Call Centre Solutions or our business partners; if you have given us your explicit consent to share it with another party. We allow certain suppliers to capture, access and/or use personal information so they can perform specific services on our behalf. In these circumstances, they may only provide these services to us in accordance with our instructions. We do not give them any rights to use personal information for their own purposes.

9. HOW WE KEEP YOUR PERSONAL INFORMATION SAFE:

We are committed to handling your information with high standards of information security. Our website uses industry standard Secure Sockets Layer (SSL) technology to allow for the encryption of information during transmissions to our servers. We store and process information on servers which are provided by our technology partners. We take care to utilise appropriate technical, operational and physical security measures to help safeguard personal information, including firewalls, data encryption and physical access controls to our buildings. Despite our efforts to protect your information, no transfer or storage of information can be guaranteed to be 100% secure. If you have reason to believe that your personal information stored with us is no longer secure, please contact us immediately.

10. HOW LONG WE WILL STORE YOUR PERSONAL INFORMATION FOR:

We will only retain personal data for as long as is necessary for the specific purposes we are using it for.