

PRIVACY STATEMENT

Connexus Networks Ltd Privacy Statement

Confidentiality Statement

This notice informs you how we use the information you give us and how we protect your privacy. It also explains your rights under the UK Data Protection Act (update 2018) and the EU General Data Protection Regulations 2018. We abide by UK Law and our data protection regulator within the UK is the Information Commissioners Office.

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Who We Are

Connexus supply, deliver and manage complete end to end Unified Communications, IT & network connectivity solutions to businesses across the UK. Our registered office is located at Unit 202, Stonehouse Park, Sperry Way, Stonehouse, Gloucestershire. GL10 3UT. We have been trading for 13 years and our company registration number is 05454004. Connexus has an assigned Data Protection Officer, details as follows:

Jeff Elliott
Email: jelliott@connexusuk.com
Telephone: 01453 827700

Information We Collect

We collect your personal data in the performance of a contract, to provide a service to you, to ensure that orders are completed and can be sent out to your preferred address and to ensure that support contracts are serviced promptly and correctly. The personal data that we collect includes contact names, address, e-mail addresses and mobile and fixed line telephone numbers. The data is obtained from orders, service requests, e-mail and, verbally, by telephone.

How We Use Your Personal Data

Data Subject	Personal Data	Processing	Legal Basis
Customers	Contact Details; Names, Addresses, Email, Telephone Numbers	Collecting and Recording of details in a customer database to be recalled for sales orders and service requests. Personal data is also used for the occasional communications regarding relevant products and services of interest.	Contract – In order to meet the terms of the service contracts is it necessary to communicate with key customer contacts.

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Customer	Contact Details; Names, Addresses, Email, Telephone Numbers.	Contact details are provided to our billing partner (Union Street Technologies Ltd) for the purpose of generating invoices and recording payments for products and services.	Contract The invoicing of, and payment for, products and services is a fundamental element of the customer contracts.
Customers	Contact Details; Names, Addresses, Email, Telephone Numbers.	Contact details are provided to our Direct Debit partner (Eazipay Ltd) for the automatic processing of payment.	Legitimate Interests Connexus can reduce administration, inaccuracies and cost through using automatic payments (Direct Debits) with only a very small risk to customer personal data.
Marketing Contacts	Contact Details; Names, Addresses, Email, Telephone Numbers.	Recording contact details in the CRM for the purpose of marketing to selected businesses.	Consent Connexus will only call and/or e-mail potential customers who have explicitly given their consent to receive details of telecommunications and IT products and services which may be of interest.

We will never disclose, share or sell your data without your consent, unless required to do so by law. We also collect and store your personal data as part of our legal obligation for business accounting and tax purposes

Data Subject's Rights

We will not hold your information for any longer than is necessary and, as a maximum, no longer than 3 years after you have ceased to be a client of our company unless there is a lawful basis for retention

Should your data be inaccurate we will rectify this immediately on notification.

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Should you wish us to delete your data, please contact our DPO to make the request. This will be actioned within 28 days unless there is a lawful basis for us to retain the information in which case you will be advised accordingly

Should you wish to transfer your data to another organisation, please contact our DPO and we will arrange this for you

You can request access to your data at any time. We will provide you with a full copy within 28 days of your request

You can withdraw consent to us holding and processing your information at any time. Please contact the DPO should you wish to do this

We may, occasionally, provide you with updates and marketing bulletins which are appropriate to your service. Should you not wish to receive these communications then you can opt out either by selecting the appropriate option on the e-mail communication or by contacting us directly.

Sharing and Disclosing Your Personal Information

We may share your data with the following organisations:

- **Union Street Technologies Ltd**
Union Street Technologies process customer invoices on or behalf. The only information we provide them with is your name, address and order details to meet business and legal requirements.

For more information about Union Street Technologies Ltd, please read their Privacy Notice at: <https://www.unionstreet.uk.com/privacy-policy/>

- **EaziPay Ltd**
EaziPay Ltd process direct debits on our behalf. The information we provide them with is your name, address, payment and bank details in order to meet business requirements.

For more information about Union Street Technologies Ltd, please read their Privacy Notice at: <https://www.eazipay.co.uk/privacy-policy>

We will not sell or share your information with any other third parties unless we have obtained your consent to do so.

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Transfers Outside the EU

No personal data is stored or sent outside of the EU.

Safeguarding Measures

We are ISO 27001 certified and have in place a comprehensive information security policy together with incident management, business continuity and disaster recovery plans. We take data security seriously and we have implemented secure options, which are regularly audited, to minimise the risk to your data. We can provide details on request

Consequences of Not Providing Your Data

Withholding of the required personal data may result in Connexus being unable to provide the contracted customer service.

How Long We Keep Your Data

We will not hold your information for any longer than is necessary and, as a maximum, all data will be purged from our systems after 5 years from when you ceased to be a client of our company, unless there is a lawful basis for retention

Marketing

Connexus will send information on exclusive offers and general information on relevant products and services to potential customers, of Connexus, from whom we have explicitly gained consent. Recipients of Connexus marketing information can opt out either at the point that consent is requested or at any time afterwards by contacting our DPO (details above). Personal data will never be shared with, or sold to, third parties and your rights regarding your personal data (see above) can be exercised at any time.

Lodging a Complaint

Should you wish to make a complaint in relation to a data protection issue relating to our company, you can contact us as above or you can contact our regulator below:

The Information Commissioner's Office
Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF
Tel: 0303 123 1113 (local rate) or 01625 545 745 if you prefer to use a national rate number
www.ico.org.uk

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Consent

We are required under the Regulations to obtain your consent to our collection, processing, sharing and holding of your personal data. Please ensure you have read this notice fully and accept all that it contains. If you have any queries, please contact us directly.