

PRIVACY POLICY

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Revision History			
No	Details	Date	Author
V.1	Initial creation	July 2020	DPO Centre/Rob Kemp

1 Introduction

Chicane Internet Limited (referred to as “We, “Our” or “Us”), are committed to protecting the privacy and security of your personal information. We take care to protect the privacy of our customers and users of our services that communicate (online or offline) with us, over the phone, through our mobile applications, websites and social media platforms.

We have therefore developed this privacy policy to inform you of the data we collect, what we do with your information, what we do to keep it secure as well as the rights and choices you have over your personal information.

Throughout this document we refer to Data Protection Legislation which means the Data Protection Act 2018 which incorporates the General Data Protection Regulation (GDPR), the Privacy and Electronic Communications (EC Directive) Regulations 2003 (PECR) and any legislation implemented in connection with the General Data Protection Regulation which is the governing legislation that regulates data protection across the European Economic Area (EEA). This includes any replacement legislation coming into effect from time to time.

Chicane Internet Limited is the controller for the personal information we process, unless otherwise stated.

We are registered with the Information Commissioner’s Office (the ICO) with registration number Z246586X.

You can contact us either by phone, email or post.

Our main trading/postal address:

Chicane Internet Limited
Pegasus 1, Orion Business Park
Great Blakenham
Ipswich
Suffolk
IP6 0LW

Phone: (01473) 358222

Email: info@chicaneconnect.co.uk

2 The information we collect and when

We only collect personal information that we know we will genuinely use and in accordance with the Data Protection Legislation. The type of personal information that we will collect on you, and you voluntarily provide to us on this website or through entering into a contract with you may include some or all of the following:

- Your name
- Address
- Telephone number(s)
- Email address
- Information about your business activities
- Call recordings
- Billing & payment information
- Information and documents about your subscriptions or services or enquiries, including communications with you
- Survey responses
- Log files, including IP address to assist with the services that we may provide

We may, in further dealings with you, extend this personal information to include your address, purchases, services used, and subscriptions, records of conversations and agreements and payment transactions.

- You are under no statutory or contractual requirement or obligation to provide us with your personal information; however we require at least the information above in order for us to deal with you as a customer/prospective customer in an efficient and effective manner.
- The legal basis for processing your data is based primarily on the performance of a contract with you, that you have requested of us as a customer or prospective customer. However, some information may be processed based on your specific consent, compliance with a legal obligation placed upon us, or because of a legitimate interest. We will not store, process or transfer your data unless we have an appropriate lawful reason to do so.

3 How we use your information

- To contact you, following your enquiry, reply to any questions, suggestions, issues or complaints you have contacted us about;
- Make available our products and services to you;
- Process your orders;
- Take payment from you or give you a refund;
- Personalise your shopping experience, for example we may provide you with details of products that match a product, which you may have purchased or enquired about previously;
- For statistical analysis and to get feedback from you about our products, websites, mobile apps, and other services and activities. For example, occasionally we may invite you to review a product or service you've bought or used from us. If we do, it's possible that we'll use independent research and feedback providers to act on our behalf;
- To power our security measures and services so you can safely access our website and mobile apps;
- Help us understand more about you as a customer, the products and services you consume, so we can serve you better;
- Contact you about products and services from us;
- Provide you with online advertising and promotions; and
- Help answer your questions and solve any issues you have.

4 Who we might share your information with

We may share your personal data with other organisations in the following circumstances:

- If the law or a public authority says we must share the personal data;
- If we need to share personal data in order to establish, exercise or defend our legal rights (this includes providing personal data to others for the purposes of preventing fraud and reducing credit risk); or
- From time to time, employ the services of other parties for dealing with certain processes necessary for the operation of the Website. However, all the information we share will be collected and anonymised, so neither you nor any of your devices can be identified from it.
- We will not share your information with any third parties for the purposes of direct marketing.
- We use data processors who are third parties who provide elements of services for us. We have Data Processor Agreements in place with our data processors. This means that they cannot do anything with your personal information unless we have instructed them to do

it. They will not share your personal information with any organisation apart from us or further sub-processors who must comply with our Data Processor Agreement. They will hold your personal data securely and retain it for the period we instruct.

5 How we keep you updated on our products and services

We may send you relevant offers and news about our products and services in a number of ways including by email. However, if you wish to opt out of these communications, you can do so by using the opt-out request on every email that we send. Alternatively, can contact us directly on (01473) 358222 or at info@chicaneconnect.co.uk.

6 Your rights over your information

6.1.1 THE RIGHT TO BE INFORMED ABOUT OUR COLLECTION AND USE OF PERSONAL DATA;

You have the right to be informed about the collection and use of your personal data. We ensure we do this with our internal data protection policies and through our external website policy. These are regularly reviewed and updated to ensure these are accurate and reflect our data processing activities.

6.1.2 RIGHT TO ACCESS YOUR PERSONAL INFORMATION

You have the right to access the personal information that we hold about you in many circumstances, by making a request. This is sometimes termed 'Subject Access Request'. If we agree that we are obliged to provide personal information to you (or someone else on your behalf), we will provide it to you or them free of charge and aim to do so within 30 days from when your identity has been confirmed.

We would ask for proof of identity and sufficient information about your interactions with us that we can locate your personal information.

If you would like to exercise this right, please contact us as set out below.

6.1.3 RIGHT TO CORRECTION YOUR PERSONAL INFORMATION

If any of the personal information we hold about you is inaccurate, incomplete or out of date, you may ask us to correct it.

If you would like to exercise this right, please contact us as set out below.

6.1.4 RIGHT TO STOP OR LIMIT OUR PROCESSING OF YOUR DATA

You have the right to object to us processing your personal information for particular purposes, to have your information deleted if we are keeping it too long or have its processing restricted in certain circumstances.

If you would like to exercise this right, please contact us as set out below.

6.1.5 RIGHT TO ERASURE

You have the right to have personal data erased. This is also known as the 'right to be forgotten'. The right is not absolute and only applies in certain circumstances.

If you would like to exercise this right, please contact us as set out below.

6.1.6 RIGHT TO PORTABILITY

The right to portability gives you the right to receive personal data you have provided to a controller in a structured, commonly used and machine readable format. It also gives them the right to request that a controller transmits this data directly to another controller.

If you would like to exercise this right, please contact us as set out below.

6.1.7 FOR MORE INFORMATION ABOUT YOUR PRIVACY RIGHTS

The Information Commissioner's Office (ICO) regulates data protection and privacy matters in the UK. They make a lot of information accessible to consumers on their website and they ensure that the registered details of all data controllers such as ourselves are available publicly. You can access them here <https://ico.org.uk/for-the-public>.

You can make a complaint to the ICO at any time about the way we use your information. However, we hope that you would consider raising any issue or complaint you have with us first. Your satisfaction is extremely important to us, and we will always do our very best to solve any problems you may have.

7 How long we keep your information for

We retain a record of your personal information in order to provide you with a high quality and consistent service. We will always retain your personal information in accordance with the Data Protection Legislation, and never retain your information for longer than is necessary. Unless otherwise required by law, your data will be stored for a period of 2 years]after our last contact with you, at which point it will be deleted.

8 Giving your reviews and sharing your thoughts

When using our websites or mobile applications, you may be able to share information through social networks like Facebook and Twitter. For example, when you 'like', 'share' or review our Services. When doing this, your personal information may be visible to the providers of those social networks and/or their other users. Please remember it is your responsibility to set appropriate privacy settings on your social network accounts so you are comfortable with how your information is used and shared on them.

9 Security

Data security is of great importance to Chicane Internet Limited and to protect your data we have put in place suitable physical, electronic and managerial procedures to safeguard and secure your collected data.

We take security measures to protect your information including:

- Limiting access to our buildings to those that we have determined are entitled to be there;
- Implementing access controls to our information technology;
- We use appropriate procedures and technical security measures (including strict encryption) to safeguard your information across all our computer systems, networks, websites, mobile apps, and office;
- Never asking you for your passwords;
- Advising you never to enter your account number or password into an email or after following a link from an email.

10 What happens if our business changes hands?

We may, from time to time, expand or reduce our business and this may involve the sale and/or the transfer of control of all or part of our business. Any personal data that you have provided will, where it is relevant to any part of our business that is being transferred, be transferred along with that part and the new owner or newly controlling party will, under the terms of this Privacy Policy, be permitted to use that data only for the purposes for which it was originally collected by us.

11 Changes to Our Privacy Policy

We may change this Privacy Policy from time to time (for example, if the law changes). We recommend that you check this policy regularly to keep up-to-date.

12 How to contact us

If you would like to exercise one of your rights as set out above, or you have a question or a complaint about this policy, the way your personal information is processed, please contact us by one of the following means:

By email: info@chicaneconnect.co.uk

By post:

Chicane Internet Limited
Pegasus 1, Orion Business Park
Great Blakenham
Ipswich
Suffolk
IP6 0LW

Thank you for taking the time to read our Privacy Policy.

Chicane Internet Limited

This Policy was last updated on 29 July 2020