

## Privacy Notice

4G Mobiles and Data Ltd t/a Connect Comms (“Connect Comms”) are a communications specialist business who deal with supplying customers with telecommunications solutions. This privacy policy explains how we use any personal information we collect about you in order to provide products and services and to progress any business deals or fulfil any contractual obligations.

This privacy notice covers the following topics:

- What information do we collect about you?
- How will we use the information we collect?
- Marketing
- Rights regarding your information
- Data Protection Officer
- Changes to our privacy notice
- How to contact us

### What information do we collect about you?

We collect information about you when you or your business places an order or enquires about perspective orders in relation to the procurement of products or services. This information can include, but is not exclusive to:

- Personal Data – such as your name, address, age etc.
- Sensitive Data – such as bank details and payment information.

Please be advised that we only collect information that is relevant to the aforementioned products or services.

### How will we use the information we collect?

We collect information about you in order to process and manage the order. The information we use will be pertinent to the procurement of products and services. The information we collect can be used in a variety of ways to deal with the order.

Connect Comms may be required, from time to time, to send your details to third parties in order to aid the progression of the order and/or ensure your information is handled securely. These third parties can include, but are not exclusive to:

- Network providers
- Specialist engineers
- Hardware providers
- Cost recoveries agencies
- Archiving facilities

Connect Comms will not share your information with any unauthorised parties, either within or outside of the organisation without prior communication informing you of such.

## Retention Periods

Per the Limitations Act 1980, our files are kept for a minimum period of 6 years from the date that your business with us is closed. There are certain circumstances where records or files may be kept for longer than 6 years.

If you would like further information regarding this, please contact our Data Protection Officer using the below listed contact information.

## Marketing

We will not use your information for marketing purposes unless you have explicitly given your consent for us to do this. If you no longer wish for your information to be used for the purposes of marketing, please review your rights in the 'Rights regarding your information' section.

## Rights regarding your information

Under data protection legislation you have the right to:

- Request a copy of the information that we hold about you
- Request any information we hold about you is corrected if it is incorrect and/or inaccurate.
- Request that the processing of your information is restricted
- Request that your information is 'erased' from our records

Please be advised that there is no charge for an initial request for a copy of the information we hold about you, however subsequent requests will require a £10.00 administration fee to be paid.

If you wish to exercise your above listed rights, please submit a request to Connect Comms using the contact information detailed in the 'How to contact us' section of this document. We will review each request submitted on a case by case basis and you will be advised on the outcome of your request in writing. Connect Comms reserves the right to reject your request if necessary.

## Data Protection Officer

In order to align with General Data Protection Regulations and the Data Protection Act 2018 we have assigned a specialist Data Protection Officer, within our business, to deal with Data Protection policies, processes and data subject queries.

Information on how to contact our Data Protection Officer can be found in the 'How to contact us' section.

### Changes to our privacy notice

We keep our privacy notice under regular review and the most up to date version is available at [www.connectcomms.co.uk](http://www.connectcomms.co.uk). This privacy notice was last updated on 02<sup>nd</sup> November 2018.

### How to contact us

Should you have any questions regarding our privacy policy or the information we hold about you, you can contact us by:

Telephone: 0161 764 5240

Email: [info@connectcomms.co.uk](mailto:info@connectcomms.co.uk)

Mail: FAO The Data Protection Officer

14 Manchester Old Road

Bury

BL9 0TB

**Please note:** Any enquiries regarding your orders for procurement of products or should be directed to your account manager in the first instance. Contact information for your account manager is detailed within your contract.