

## Privacy Statement

Ctrl Networks Limited have created this policy to explain to any interested parties how we

- Collect
- Store
- Process
- Disclose

any of your personal information we may need to process in delivery of our services to our customers.

### Introduction and General Terms

Ctrl Networks is committed to protecting any personal information we may process in the delivery of services to our customers.

This Privacy Policy relates to our use of any personal information we may process via some of the following services Ctrl Networks provide:

- Ctrl Networks Ticket portal
- Telecommunication Solutions
- Network Solutions
- Managed services including:
  - Onsite and Remote PC Support
  - Onsite and Remote Server Support
  - Hosted Voice & Telephony services
  - Hosted Exchange services
  - Online Backup services

It also relates to our use of any personal information you provide to us by phone, SMS, email, in letters and any other correspondence and in person.

In order to provide you with the full range of Ctrl Networks services, we sometimes need to process information about you, this policy explains the following...

- What information Ctrl Networks may process about you
- How Ctrl Networks may use information we process about you
- When Ctrl Networks may use your details to contact you
- Whether Ctrl Networks will disclose your details to anyone else
- Your choices regarding personal information you provide to us.

Ctrl Networks are committed to safeguarding your personal information. Whenever you provide such information, we are legally obliged to use your information in line with all applicable laws concerning the protection of personal information, including the General Data Protection Regulations (these laws are referred to collectively in this Privacy policy as the “data protection laws”). All services provided by Ctrl Networks potentially hold an element of security risk, if you have any concerns that the accounts of services Ctrl Networks provide have been compromised, please contact our Service desk to report this as soon as possible.

## **Who are we?**

Ctrl Networks is an industry leading managed services company specialising in hosted services, communications and IT support.

At Ctrl Networks we provide a personal service to our customers and avoid selling pre-packaged products. Because of this customer-focused approach, we have been able to attract business from a wide range of prestigious organisations across the region.

Ctrl Networks Limited's company values are focused on delivering excellence in everything that we do. For us, it's not about the physical products that we supply, but more about the overall solution we deliver and the way in which we deliver it.

## **What information will Ctrl Networks process about me?**

When your business participates in, access or sign up to any of Ctrl Networks services, activities or online content we may receive personal information about you. This can consist of information such as your name, email address, postal address, telephone or mobile number, gender or IP address, as well as information provided for the provision and use of Ctrl Networks provided services. (such as email address if we provide a hosted exchange service or telephone number if we provide hosted voice or telephony services, we also need to hold basic information such as name, email and telephone numbers within our CRM system for supporting services provided by Ctrl Networks

## **How will Ctrl Networks use the information it processes about me?**

Ctrl Networks may use your personal information for several purposes including the following:

- to deliver the services we provide to you and your business, to provide you with information about your services and to deal with your requests and enquiries in relation to your services:
- to improve and provide you with the most user-friendly service experience.
- for "service administration purposes", which means that Ctrl Networks may contact you for reasons related to the service, activity or requests regarding additional services (e.g to provide you with password reminders, to notify that a specific service has planned maintenance, to notify you of updates to our privacy policy or general terms & conditions.)
- to use IP addresses and device identifiers to provide services or to block disruptive use.
- for analysis and research purposes so that we may improve the services offered by Ctrl Networks.

Where Ctrl Networks proposes using your personal information for any other uses other than in the delivery of services provided by Ctrl Networks we will ensure that you are notified. When will Ctrl Networks contact me?

Ctrl Networks may contact you:

- in relation to any service that Ctrl Networks deliver to you/your organisation, to ensure that Ctrl Networks can deliver the services. (e.g if you report a fault, or we determine a fault, we may contact you to investigate the issue further, Ctrl Networks may send you reports or information in relationship to services provided)

- in relation to any correspondence we receive from you or any comment, feedback or complaint you make about Ctrl Networks products or services.
- to invite you to participate in surveys about Ctrl Networks services (participation is always voluntary)
- to update you in any changes to Ctrl Networks policies and practices.
- for marketing purposes relating to services Ctrl Networks provide.

### **Will Ctrl Networks share my personal information with anyone else?**

Ctrl Networks will never share your personal information without your approval, except where disclosure is required or permitted by law (for example government bodies, law enforcement agencies or emergency services.) or as described below.

### **Offensive or inappropriate content**

If you post, submit or send content which may reasonably be deemed to be offensive, inappropriate or objectionable anywhere on or to Ctrl Networks systems or websites or otherwise engage in any disruptive behaviour on any Ctrl Networks service, Ctrl Networks may remove such content.

### **Delivery of Service**

When there is a requirement to share data with a 3rd party in delivery of a service, and this sharing has been agreed and approved by the Data controller as a requirement of the Service to be provided.

### **How long will Ctrl Networks keep my information?**

We will hold your information on our systems for as long as is necessary for the relevant activity, or as long as is set out in any relevant contract you / your organisation hold with Ctrl Networks.

### **Can I delete my data?**

Any requests to delete data that Ctrl Networks may process on behalf of your organisation (or that may contain personal information about you and is processed in the delivery of services provided to your organisation) should be made to the data controller.

In the case of services Ctrl Networks provide to businesses, this is the business through which you have the relationship with Ctrl Networks.

## **Can I find out what personal information Ctrl Networks holds about me?**

I hope that the information provided has given a good understanding of the potential personal information Ctrl Networks may hold about you.

If under the Data Protection Law, you wish to request a copy of the personal information Ctrl Networks processes in the delivery of services, the request should be made to the Data controller. Every individual does have the right to request this information from any business regardless of relationship.

You have the right to request a copy of the personal information Ctrl Networks may hold about you and have any inaccuracies corrected. (we require you to prove your identity with 2 pieces of approved identification). We will use reasonable efforts consistent with our legal duty to supply, correct, modify or delete personal information about you on files that do not relate to or negatively impact a direct service in delivery and for which consent has previously been agreed by the data controller.

Please direct any requests and questions to the following address [info@ctrl-networks.com](mailto:info@ctrl-networks.com).

We will need two copies of forms of identification, which can include:

- Valid Passport
- Valid Driving licence
- Birth certificate
- Utility bill (from the last 3 months)
- Bank statement (from the last 3 months)

## **Changes to Ctrl Networks Privacy Policy**

This privacy policy may be updated from time to time, so you may wish to check it each time you submit personal information to Ctrl Networks. The date of the most recent revisions will appear on this page. If you do not agree to these changes or how Ctrl Networks process data containing personal information on behalf of the data controller, please liaise with the data controller. If material changes are made to the Privacy Policy, for instance affecting how we would like to use your personal information, we will provide a prominent notice (including, for certain services, email notification for privacy policy changes.)