

This policy sets out what personal information we collect and how it is used and kept secure.

## **How and what personal data do we collect**

Personal information, which may include your home or business name, address, postcode, phone number, email address and IP address, may be collected electronically or in paper form in a number of ways including by: phone, email, online form, referral or networking either in person or by social media. Your electronic personal data will be stored in our password and firewall protected internal systems and any paper data in our secure office.

## **How we use your personal information**

**Where Datanet has a commercial or support arrangement with you or where there is Legitimate Interest (justifiable business need to stay in touch) or you have provided your consent, we will use your personal information for the following:**

1. To supply quotes and information regarding services about which you have enquired.
2. For general administrative, finance or contractual purposes.
3. For issues of a service or maintenance nature.
4. To ensure you are happy with our service and support.
5. To keep you abreast of the latest information and developments.

Where we rely on legitimate interest or consent as the legal basis for processing your personal information, you may object to us using your personal information by emailing OpsTeam@datanet.co.uk. We will stop processing your personal information until we have investigated the case. If we agree that your objection is justified in accordance with your rights under the GDPR, we will stop using your data. If we disagree, we will provide our justification to continue processing your personal data.

## **Sharing your data with third parties**

When we use a third party service (for example our out of hours Security Services company: in order for them to perform their security duties and give you access to the data centre out of hours), we only disclose to them the personal information necessary for them to provide that service.

## **How long do we store personal data?**

We may continue to store your data after the expiry of the above criteria and you may request us to remove it. You have the right to ask for a copy of the personal data that Datanet holds on you. This can be done by email to: OpsTeam@datanet.co.uk and we will respond within thirty days.

## **Steps that Datanet takes to ensure that your personal data is safeguarded**

Datanet is an ISO27001 certified business which, together with our BMS (business management system), requires us to have policies and procedures in place to maintain the confidentiality, integrity and availability (CIA) of data and we are checked by an authorised ISO authority to ensure we can demonstrate compliance. Datanet applies administrative, technical and physical safeguards for the protection of personal data that is entrusted to us. Our staff receive appropriate training and understand their obligations to protect the privacy of personal data. This Privacy Policy is available on our web site Datanet.co.uk with links to our ISO27001 certificate.