

Unite Telecoms Privacy Policy

Who are we?

We are Unite Telecoms Limited and can be contacted in writing on the below contact details:

- ❓ Email: hello@unitetelecoms.co.uk
- ❓ Address: 24 Katana House. Fort Fareham. Newgate Lane. Fareham. Hampshire. PO14 1AH

Why do we collect and use your personal information?

When you submit a query or download our files we collect and use your personal information such as your name and contact details to respond to an enquiry you submit to us.

When you browse our site, we also automatically receive your computer's internet protocol (IP) address to provide us with information that helps us learn about your browser and operating system.

We collect and use your personal information such as your name, contact details, company information and service need to provide you with our business telecoms services. This includes installation and maintenance services.

We record outgoing and incoming calls for training and monitoring purposes. The content of some of the calls may contain your personal information such as your full name, company details and content of the telephone conversation with us.

If you are to visit us onsite at the above address it is to be noted that we operate CCTVs for security and monitoring purposes.

We use your personal information to instigate marketing communications to you about similar products and services that may be of interest to you. We will contact you for marketing purposes by telephone and/or email. It is to be noted that you can object to your personal information being used by us for marketing purposes.

What happens if I do not provide my personal information?

We need your personal information to provide our products and/or our installation and/or maintenance services to you. If we do not collect your personal information, we will not be able to provide our services and/or goods to you.

Who will we share your personal information with?

We may share your personal information with credit reference agencies to process your application and manage your account for an equipment order and/

or network service.

We will share your personal information with our network providers, other communications service providers and network operators for the detection and prevention of theft and fraud, and to carry out any activities or disclosures to comply with any regulatory, government or legal requirement.

We may share your personal information with regulatory bodies such as the FCA and HMRC when required to do so by law.

We may engage the services of professional advisers such as compliance consultants, lawyers and accountants who may be given access to your personal information to provide their services to us. We will ensure that your personal information is protected by obtaining a written undertaking of confidentiality from the professional service providers.

How long will we store your personal information?

We will store your personal information for up to six years from ceasing to be our client. This is to enable us to refer to our records in the unlikely event that you want to lodge a complaint against us within six years.

We will store CCTV recordings for up to 28 days before new footage overrides the existing recording or specific recordings saved for legal purposes for up to six years.

We will store call recordings for six months until the recordings are overridden by new recordings or specific recordings saved for legal purposes for up to 6 years. For example, to assist us investigate and respond to a complaint.

If you do not exercise your right to object to marketing, we will store your personal information for marketing purposes until you exercise your right to object.

What are your rights in relation to your personal information?

Right to access

You have the right to request copies of the personal information we hold about you at any time.

Right to rectification

You have the right to request that we correct any inaccurate personal information we hold about you.

Right to erasure

You have the right to request that we delete your personal information from our

records.

Please note that we will not be able to delete your personal information whilst we are still providing our services to you. We will be able to delete your personal information once you cancel the service or once the service is completed.

Right to restrict processing

You have the right to request that we restrict how we use your personal information.

Right to object

You have the right to object to the collection and use of your personal information at any time.

Right to data portability

You have the right to obtain a copy of your personal information in a legible and compatible format such as Excel or Word.

Links

When you click on links on our site, they may direct you away from our site. We are not responsible for the privacy practices of other sites and encourage you to read their privacy statements.

Cookies

We may use cookies in the administration of our website. You can choose if you want to opt-out of cookies or not.

Changes to this privacy policy

We reserve the right to modify this privacy policy at any time, so please review it frequently. Changes and clarifications will take effect immediately upon their posting on the website. If we make material changes to this policy, we will notify you here that it has been updated, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we use and/or disclose it.

If our site is acquired or merged with another company, your information may be transferred to the new owners so that we may continue to promote services to you.

How can I exercise my rights in relation to my personal information?

You can exercise your rights by contacting us on any of the above contact details.

How do I lodge a complaint about the use of my personal information?

You can lodge a complaint with us directly by contacting us on one of the above

contact details.

You also have the right to lodge a complaint directly with the Information Commissioner's Office (ICO). The ICO are the regulator who makes sure that we use your personal information in a lawful way.

You can lodge a complaint with the ICO by following this link <https://ico.org.uk/concerns/> or calling the ICO on 0303 123 1113