



## PRIVACY POLICY

Page updated: May 2018

### 1. What's in this policy?

This policy tells you:

- what information we might collect about you
- how we might use that information
- what information of yours we might share with others
- your choices about the personal information you give us

### 2. What does this policy cover?

- This policy covers the services that are offered by the Compex IT Ltd. We act as a Data Controller and Processor, depending on the circumstances.

### 3. How do we protect your personal information?

- We're strongly committed to keeping your personal information safe so we plan our services with your privacy in mind. Our experts use best practice processes and technology to do this. At the same time, no service can be completely secure so if you have any concerns that your personal information has been put at risk, please get in touch using the contact information below.

### 4. Where we store your information?

- Some companies that provide services to us, may run their services from outside the European Economic Area. We only let that happen if we are satisfied with their levels of security. Keep in mind therefore that when you give us personal information it could be being transferred, stored or processed in a location outside the EEA.

### 5. What types of personal information do we use?

- We'll give details about why we need your personal information and how we'll use it and we'll do this before you give it to us.

#### a. Information that you give us:

We might ask for your name and contact details and financial details if we need to process payments.



b. Device information:

Devices are lots of things like:

- your computer
- your mobile
- your tablet
- your TV
- your voice-enabled device

We sometimes automatically collect some technical information from these devices and web browsers when you're on our website. This might include:

- IP (internet protocol) address
- device ID

We may also collect information about how you use our website, like the pages you visit.

c. Information on your activities outside our website:

If you mention us in social media channels e.g. Facebook, we may collect some of your information there, which you have made available.

d. If you are employed or contracted by us then we will collect and use your personal data:

This personal data includes identifiers such as names and national insurance numbers, employment contracts and remuneration details, qualifications and absence information. It may also include sensitive personal data such as ethnic group, medical information and trade union membership, where this information has been shared with the Company. This is for employment/contractor purposes to assist in the running of the Company and to enable individuals to be paid. During a recruitment process we may also receive information about you from a previous employer or an educational establishment which you have previously attended. You will know about this because you will have supplied us with the relevant contact details

6. How long will we keep your personal information?

- When you give us any personal information we'll let you know how long we'll hold it for, according to the following guidelines:



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- we only hold your information for as long as we need to do the activities we told you about or have a legitimate reason to keep it;
- we always think about what type of information it is, the amount collected, how sensitive it might be and any legal requirements.

## 7. Why can we use your personal information?

- We have to have a valid reason to use your personal information. It's called the "lawful basis for processing". Sometimes we might ask your permission to do things, like when you subscribe to a marketing email. If we have a contract with you (e.g. employees) then we use your personal data to deliver the contract terms. Other times, when you'd reasonably expect us to use your personal information, we don't ask your permission, but only when:
  - the law says it's fine to use it, and
  - it fits with the rights you have, which are outlined below.

We may use your information for these types of things:

- a. to deliver our services and to provide you with information about them
- b. to deal with your requests, complaints and enquiries
- c. to personalise services and give you things more tailored to your tastes
- e. to sometimes show you relevant advertising on another company's site
- f. to help us understand what kind of services you might want and sometimes how you might share things from our site with other people.
- g. to recommend things we think might interest you
- i. to research and innovate
- j. to contact you about various things

## 8. When will we use your information to contact you?

- We might use your information to contact you about different things, like:
  - to update you on any changes to our policies, practices and T&C's
  - to check with you about any service or activity you've signed up for
  - to answer you when you've contacted us, or to respond to a comment or complaint
  - for marketing purposes
  - to maybe send you notification on your device if you've selected them in your settings

We'll only contact you when we need to or when you've given us permission.



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## 9. When does we share your personal information with others?

- We'll never sell your personal information. We do share it with others in these ways:

### a. When you make something public

Like post a comment which the public can see in social media areas.

### b. When we use other companies to power our services

In order for us to give you quality experiences and to understand how you're using our services we often use other companies to process your personal information on our behalf. We make sure that your personal information is looked after as if we were handling it directly. We carefully select these companies, only share with them what they need to do the work and we make sure they keep your information secure.

### c. Sometimes by law we have to pass on your information to other organisations

We might also share your information if we have to by law, or when we need to protect you or other people from harm.

## 10. What are my rights?

- Remember, you're in control of your personal information.

You have the right to:

- request a copy of your information
- to ask us to correct information that's wrong, to delete it or to request that we only use it for certain purposes
- not let software make big decisions about you
- to change your mind, and ask us to stop using your information

Bear in mind, sometimes we might not be able to help. Like if the law tells us we can't or we need the data for other legal reasons.

## 11. How do we use cookies and similar tracking?

### a. What are cookies and tracking technologies?

Cookies are bits of data which are stored in your computer or mobile when you visit a website or app. There are also other similar pieces of tracking information we may collect.

### b. Why do we use cookies and other tracking?

To do a few different things:

- to remember information about you, so you don't have to give it to us repeatedly



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- to help us understand how people are using our services, so we can make them better
- to sometimes help deliver advertising
- to help us personalise by remembering your preferences or progress on our website
- to find out if our emails have been read and if you find them useful

A few things on our websites wouldn't work without some cookies. Tech people call these "strictly necessary cookies". They're always on when you visit us.

But we want to use others like functional, performance and advertising cookies to make your experience more enjoyable. We'll only use them if you've agreed. You can always change your mind.

Bear in mind there are some other cookies out there from other companies. These "third-party cookies" might track how you use different websites, including ours. For example, you might get a social media company's cookie when you see the option to share something. You can turn them off, but not through us.

c. How long do cookies last?

Some are erased when you close the browser on your website or app. Others stay longer and are saved onto your device so they're there when you come back.

d. How do I control my cookies and tracking?

When you first visit us, we'll tell you about our cookies and ask you to agree if we can use them. You can always change your mind by going to your settings.

Stopping all cookies might mean you can't access some of our website services, or that some of them might not work properly for you.

Another way to control some tracking is in the settings on your device.

For more information please contact us.

12. How will you find out about changes to this policy?

- We update this policy sometimes. If we make important changes, like how we use your personal information, we'll let you know. It might be via a website notification or an email. If you don't agree to the changes, then you can always stop using our website and/or services. We'd be sorry to see you go.



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13. How can you contact us re our Privacy Policy?

- For any other questions or comments about this policy please contact our Data Privacy & Protection Lead below:
  - By email [support@compexit.co.uk](mailto:support@compexit.co.uk)
  - By post via Compex IT Ltd., 140 Cheston Road Aston Birmingham West Midlands B7 5EH, UK

We're regulated by the Information Commissioner's Office. You can also contact them for advice and support at Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF, UK.