



# Customer Privacy Policy

(GDPR Compliant)

---

V1.0 08/05/18

**Data controller:**

Carillion Communications Management Services Ltd, trading as Carillion Communications Ltd  
8 Central Estate,  
Denmark Street,  
Maidenhead,  
Berkshire,  
SL6 7BN

As part of our Sales and Support Services, the Company collects and processes data to enable us to provide quotations and deliver our services. This may include personal data relating to our main contacts in your organisation, as well as information about your organisation to enable us to deliver our services to you. The Company is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations. This privacy notice explains how we use any personal or confidential information we collect about you.

## What information does the Company collect?

The Company collects a range of information about you. This may include:

- your name, address and contact details, including email address and telephone number
- details of your Company's requirements for our services, which can include technical specifications and building layouts
- information to enable us to invoice you for our services, which may include your Company's banking details
- we may also collect information about you when you register with us or communicate with us via our website. Website usage information is collected using cookies.
- We also collect information when you voluntarily complete customer surveys, or provide feedback to us

The Company may collect this information in a variety of ways. For example, data might be contained in formal tender or contractual documentation, as a result of meeting minutes and / or site surveys, or sent as email communication between us.

The Company may also collect data about your Company from third parties, such as credit reference agencies.

Data will be stored in a range of different places, including on your Customer record, in Accounting Management Systems and on other IT systems (including email).

## Why does the Company process personal data?

The Company needs to process data to take steps at your request prior to entering into a contract with you.

It may also need to process your data to enter into a contract with you, or to review the effectiveness of a contract or the service we are supplying you..

In some cases, the Company needs to process data to ensure that it is complying with its legal obligations.

For example, in regard to charging and process VAT.

The Company has a legitimate interest in processing such Company and personal data during the commercial relationship we have with you and for keeping records of the process.

The Company may also need to process data from job applicants to respond to and defend against legal claims, in the event of any dispute between us.

The Company would not normally process special categories of data, such as information about ethnic origin, sexual orientation or religion or belief. Should it, for whatever reason, need to do so, we would seek specific consent to do so.

## Who has access to data?

Your information may be shared internally for the purposes of providing you with our services. This includes members of the Sales, Technical and Service teams, and IT staff if access to the data is necessary for the performance of their roles.

The Company will not share your data with third parties, other than to obtain necessary credit reference checks, and with our external accountant, for audit purposes.

The Company will not transfer your data outside the European Economic Area.

### How does the Company protect data?

The Company takes the security of your data seriously. It has internal policies and controls in place to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by our employees in the proper performance of their duties.

### For how long does the Company keep data?

The Company will hold your data on file for 6 years post completion of our last project / invoice, to comply with financial requirements.

### Your rights

As a data subject, you have a number of rights. You can:

- access and obtain a copy of your data on request
- require the Company to change incorrect or incomplete data

- require the Company to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing, and
- object to the processing of your data where the Company is relying on its legitimate interests as the legal ground for processing.

If you would like to exercise any of these rights, please contact the Data Security Manager at the Data Controller office address.

If you believe that the Company has not complied with your data protection rights, you can complain to the Information Commissioner.

### What if you do not provide personal data?

You are under no statutory or contractual obligation to provide data to the Company. However, if you do not provide the information, the Company may not be able to provide you with our services.