

Data Privacy Notice

PRIVACY POLICY

Who Are We?

We are Happy Telecom (“we”, “our” or “us”). For further details, refer to our website: <http://www.happytelecom.co.uk/>. We gather and processes the personal information of the data subject (i.e.: individual person or company) (“you” or “your”) in accordance with this Privacy Policy and in compliance with the relevant General Data Protection Regulation (GDPR) and the Law. This notice provides you with the necessary information with regard to your rights and obligations and explains how, why and when we collect and process your personal data.

What we collect

We may collect the following information with [your consent](#):

- Name of the person or the company.
- Contact information including postal address, email address, telephone number, etc.
- Demographic information such as postcode, preferences and interests.
- Other relevant information such as Company Registration Number, etc.

What we do with the information we gather

We require this information to understand your needs and provide you with a better service and in particular for these reasons:

- Internal record keeping.
- We may use the information to improve our products and services.
- We may periodically send promotional emails about new products, special offers or other information (that we think you may find interesting) through the use of the email address that you have provided.
- From time to time, we may use your information also to contact you for market research purposes on condition you agree to this. We may contact you by email, phone, fax or mail. We may use the information to customise the website according to the interests of you or the company.
- We only ever pass your information on to third parties that we use to assist in the supply of goods and services to you. This includes but is not limited to the production of telephone bills, IT support Bills, IT support, etc.

SECURITY

We are committed to make sure your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

YOUR PERSONAL DATA – WHAT IS IT?

Personal data relates to a living individual or a company who/that can be identified from the supplied data. Identification can be by the information alone or in conjunction with any other information in the data controller's possession or likely to come into such possession. The processing of personal data is governed by the General Data Protection Regulation (GDPR).

HOW DO WE PROCESS YOUR PERSONAL DATA?

We comply with our obligations under the GDPR by:

- Keeping personal data up to date.
- Storing and destroying securely the personal data.
- Not collecting or retaining excessive amounts of data.
- Protecting personal data from loss, misuse, unauthorised access and disclosure.
- Making sure that appropriate technical measures are in place to protect personal data.

We use your personal data for these purposes:

- To enable us to contact you about relevant business telecom services.
- To contact you to make sure we have the correct information about you.
- To administer database records.
- To manage our employees and contractors.
- To maintain our own accounts and records, including the processing of Invoices and Contracts, etc.

WHAT IS THE LEGAL BASIS FOR PROCESSING YOUR PERSONAL DATA?

- Explicit consent of the data subject (individual or company) so that we can keep you informed about potential and specific information that relates to Invoices, Contracts or work commitments that you may have with us.
- Processing is necessary for carrying out obligations under employment, social security or social protection law or a collective agreement.
- Processing is carried out by our staff under the guidance of the Data Controller who makes sure there is no disclosure to a third party without consent.

SHARING YOUR PERSONAL DATA

We take your privacy very seriously and will never disclose, share or sell your data without your consent, unless required to do so by Law. We do not share or disclose any of your personal information without your consent, other than for the purposes specified in this notice or where there is a legal requirement. We retain your data only for as long as is necessary and for the purposes specified in this notice. Your personal data will be treated as strictly confidential and will be shared with third parties only where you have given consent to share your personal data.

HOW LONG DO WE KEEP YOUR PERSONAL DATA?

We retain personal data for these periods:

- a. Personal data required to be kept for legal or fiscal reasons, including personal data relating to contracts, payroll, invoicing, tax and employment regulations and associated paperwork, will be retained for up to six (6) years after the calendar year to which they relate;
- b. Personal data that relates to contact communication will be retained for two (2) years from last contact date. Where no contact is possible after this period all personal data not retained under "a." above will be deleted.

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YOUR RIGHTS AND YOUR PERSONAL DATA

You have the right to access your personal information that we hold and process and to request information about:

- What personal data we hold about you.
- The purposes of the processing.
- The categories of personal data concerned.
- The recipients to whom the personal data has/will be disclosed.
- How long we intend to store your personal data.
- Where we have not collected the data directly from you, the information about the source.

When you believe that we hold any incomplete or inaccurate data about you, you have the right to ask us to correct and/or complete the information and we will strive to update/correct it as quickly as possible, unless there is a valid reason for not doing so, at which point you will be notified.

You have also the right to request erasure of your personal data or to restrict processing in accordance with the current data protection laws, as well as to object to any direct marketing that you may receive from us and to be informed about any automated decision-making that we use.

When we receive a request from you to exercise any of the above rights, we may ask you to verify your identity before acting on the relevant request. This is to make sure your data is protected and kept secure.

FURTHER PROCESSING

When we wish to use your personal data for a new purpose, not covered by this Data Privacy Notice, then we will provide you with a new notice to explain this new use prior to the commencement of the processing and set out the relevant purposes and processing conditions. Where and whenever necessary, we will seek your prior consent to the new processing.

CONTACT DETAILS

To exercise all relevant rights, queries or complaints, in the first instance please contact:

The Data Controller
Happy Telecom
Midshires House
Smeaton Close
Aylesbury
Buckinghamshire
HP18 8HL
UK

You can contact us:

By phone: +44 (0)800 285 1533

Email: support@happytelecom.co.uk