

## / Privacy Notice



**This document is the property of Pinacl Solutions Ltd and must not be copied nor disclosed to a third party without the prior agreement of a Director of the business. This document is uncontrolled if printed.**

**Copyright Pinacl Solutions Ltd 2017 Registered in England & Wales**

## / Privacy Notice

Pinacl Solutions UK Ltd takes your privacy seriously. We will only use your personal information in accordance with current data protection laws and regulations. This Privacy Notice explains how we use your information, why we use it and what rights you have.

This Privacy Notice applies to customers who purchase our products and services.

## / About Pinacl

In this policy, whenever you see the words ('We', 'Us' or 'Our'), it refers to Pinacl Solutions UK Ltd, a company incorporated in England and Wales, whose registered address is Pinacl House Carlton Court, St Asaph Business Park, St. Asaph, Denbighshire, Wales, LL17 0JG.

We are a data processor in respect the contractual relationship we have with our customers. Our Customers are the data controller of the personal information that We collect and process as described in this privacy policy.

## / Information we collect

We only collect the information that we need to perform the contract of the supply of goods and/or services to you. We collect and process the following data: -

- any correspondence between you and Us, your responses to any surveys that We ask you to complete for research purposes, details of any transactions which you carry out through the Service, and details of your use of the Service;
- Personal information, such as name, postal address, phone number, email address, date of birth, gender and by registering and using services, filling in forms on Our web site ([www.pinaclsolutions.com](http://www.pinaclsolutions.com))

and when you contact Us via telephone and includes information provided when you:

- enquire about a specific product or service;
- request information via telephone;
- request a call back;
- respond to a campaign;
- enter a competition or promotion;
- submit a question to Us or provide Us with feedback.

## / How we use your information

Our Legal basis for processing client data is Contractual for the following activities:-

- We process customers' personal data to enable them to access and use our products and services, to provide service support and maintenance;
- We receive customers' personal data direct from end-users to enable them to access and use our products and services, to provide service support and maintenance services;

Our legal basis for processing customer data is Legitimate Interest for the following activities: -

- We use personal information to communicate with customers in relation to service provision, announcements, and product/service information;
- We use personal information to send Customer Survey requests forms following support calls, project closure and consultant activity;

- We use personal information to conduct Customer Surveys.

When We process your personal data for Our legitimate business interests, We always ensure that We consider and balance any potential impact on you and your rights under data protection laws.

Our legal basis for processing customer data is Consent for the following activities: -

- Communicating new product/service information;
- Communicating with you in relation to products and services that may be of interest, based on your industry sector or the previous products/services we have provided to you;
- Where consent is withdrawn, we will not be able to send you information related to those subjects, which may mean you cannot not informed about new features and developments.

You are provided with an opportunity to opt out from receiving communications from Us or Our partners at the time that your details are submitted and on each occasion that you are contacted thereafter.

Your data will be processed in line with the Principles and individuals' Rights of The General Data Protection regulation.

## **/ Disclosure**

Where we use your information to contact you, we may use MailChimp or Survey Monkey to manage those communications.

We may disclose your personal data to the following parties for the purposes set out in this policy:

- Our employees;
- third party consultants, service providers or contractors when providing support and other services to Us;
- auditors or advisers assisting Us in Our business operations in any jurisdiction where we operate.

We may also disclose your personal information to third parties, if We are under a duty to disclose or share your personal data for legal or regulatory purposes, in relation to existing or future legal proceedings, for the prevention of fraud/loss or to protect the rights, property, safety of Us, Our customers or others.

## **/ Storage & Disposal**

We will keep your information only for as long as We need it to provide you with the services or information you have required, to administer your relationship with Us, to comply with the law, or to ensure We do not communicate with people that have asked Us not to. When We no longer need information, We will always dispose of it securely, using specialist companies if necessary to do this work for Us.

Your information will not be transferred out of the European Union without your prior consent.

## / Your Rights

We have security protocols and policies in place to manage and record your data privacy and preferences correctly and that your data is stored securely to protect against its loss, misuse and alteration. Documentation can be supplied on request from Our Data Protection Officer using any of the contact methods listed below In Your rights.

We take steps to ensure that any organisations that We share your data with will have security protocols and policies in place to manage and record your data privacy and preferences correctly and that your data is stored correctly. Pinacl Solutions UK Ltd is currently ISO27001 certified and we undertake to maintain this certification. ISO27001 certification applies controls across the following areas:

- Information security policies
- Organisation of information security
- Human resource security
- Asset management
- Access control
- Cryptography
- Physical and environmental security
- Operations security
- Communications security
- System acquisition, development and maintenance
- Supplier relationships
- Information security incident management
- Information security aspects of business continuity management
- Compliance; with internal requirements, such as policies, and with external requirements, such as laws.

## / Contact Information

Our Information Security/ Data Protection Officer can be contacted at – [securityevents@pinaclsolutions.com](mailto:securityevents@pinaclsolutions.com)

Pinacl Solutions UK Limited  
Incorporated in England and Wales  
Registered address: Pinacl House Carlton Court,  
St Asaph Business Park,  
St. Asaph,  
Denbighshire,  
Wales, LL17 0JG  
Company no. 05217343