



Privacy notice & cookie policy

This website is maintained by telent Technology Services Limited, Point 3, Haywood Road, Warwick, CV34 5AH, United Kingdom. This document outlines the personal data processing that we carry out when you access our website at www.telent.com. By browsing this site, you acknowledge the collection, use and transfer of your personal data in accordance with this document. Any changes we may make in the future will be posted on this page, so please check back frequently to see any updates. You may contact our Data Protection Officer by emailing dataprotection@telent.com or at the address above.

Privacy notice

Information we may collect from you

We currently collect and process the following personal data from our website:

- If you choose to use our contact form, the contents will be collated into an email and sent to us over simple mail transfer protocol (SMTP). We will use this personal data in our legitimate interests to answer the queries that you have chosen to submit in a manner that is necessary and proportionate. We may share your information with our suppliers where necessary to provide you with goods or services that you have requested. We may keep this information for up to seven (7) years.
- If you visit our website by clicking on a link in a marketing email from us, Pardot will collect information about the pages you visit. We will use this personal data in our legitimate interests to understand your content interests when browsing the website and may inform marketing content that we send to you in future. We do not share information about your use of our site with third parties. We may keep this on file for up to seven (7) years unless you opt out from marketing.

By choosing to access our website, the following information will also be collected by us, but you are not personally identifiable:

- Google Analytics will track the length of your visit and pages visited. We use this data to understand how our site is being used. Disabling cookies will stop Google Analytics from tracking your visit.
- Pardot will identify whether you are accessing the website from a particular business based on the IP address. We may use this data to market our goods or services to the business in future, but not to you personally.

Data storage and security

All personal data collected is stored on UK servers and we use technical and organisational measures to safeguard it. We are certified to ISO 27001. This family of standards helps us manage your information and keep it safe and secure.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk.

Your rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your information in certain circumstances.

Your right to object to processing - You have the right to object to the processing of your personal data in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the information you gave us to another organisation, or to you, in certain circumstances.

Please contact us at dataprotection@telent.com if you wish to make a request.

If you have any concerns about how we have used your data, please contact us in the first instance. You also have the right to make a complaint to the Information Commissioners Office.

Cookie policy

Our website uses cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website and also allows us to improve our site.

A cookie is a small file of letters and numbers that we store on your browser or the hard drive of your computer if you agree. Cookies contain information that is transferred to your computer's hard drive.

We use the following cookies:

Strictly necessary cookies - These are cookies that are required for the operation of our website.

Analytical/performance cookies - They allow us to recognise and count the number of visitors and to see how visitors move around our website when they are using it. This helps us to improve the way our website works, for example, by ensuring that users are finding what they are looking for easily. Individuals are not personally identifiable.

Email marketing cookies - If you visit our website by clicking on a link in a marketing email from us, a cookie is set by Pardot to collect information about the pages you visit. This allows telent to understand your content interests when browsing the website and may inform marketing content that we send to you in future. Pardot cookies do not store personally identifying information, only a unique identifier. These cookies will stay in your browser until you clear them – however, if you opt out, we will no longer issue you with marketing content.

The individual cookies that we use are:

ExpressionEngine

- exp_csrf_token
- exp_last_activity
- exp_last_visit
- exp_tracker

Google Analytics

- _ga
- _gat

Pardot

- pardot
- visitor_id<accountid>
- lpv<accountid>

Our website displays a banner when you access it for the first time that explains that it uses cookies and refers you to this policy. You can block cookies by activating the setting on your browser that allows you to refuse the setting of all or some cookies. However, if you use your browser settings to block all cookies (including essential cookies) you may not be able to access all or parts of our site.

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