

## Privacy notice & cookie policy

telent Technology Services Limited is committed to preserving the privacy of all visitors to this website. Please read the following privacy policy to understand how we use and protect the information that you provide to us.

By browsing this site, you consent to the collection, use and transfer of your information under the terms of this policy.

## Information we may collect from you

We collect and use personal information on our website for the following reasons:

- **Site visitation tracking** – we use Google Analytics to track user interaction, such as the length of your visit and pages visited. We use this data to understand how our site is being used, but none of the information personally identifies you to us. Disabling cookies will stop Google Analytics from tracking your visit. We also use Lead Forensics to identify which businesses are accessing our website based on their unique static IP addresses, which we may use as part of our marketing efforts. We do not collect information about which individual people have accessed our website.
- **Contact form** – information that you submit in our contact form will be collated into an email and sent to us over simple mail transfer protocol (SMTP). We will use this data to answer your query.
- **Chatbox** – we use ClickDesk to provide a chatbox service so that we can communicate with you effortlessly. Your name and e-mail address, as well as the transcript of our conversation, is stored by ClickDesk on an Amazon web server in the UK. This information is protected by a secure sockets layer (SSL) and stored for a three month period of time.

We may also use your information for any other purpose stated on the relevant part of our website at the point the data is gathered.

Outside of our website, we may also collect and/or use your personal information in the following ways:

- **Call recording** - We may monitor and record telephone conversations when you telephone one of our service desks. You will be informed if this is the case.

Information is used for performance evaluation, training and resolving complaints and is retained for 1 year on UK based servers.

- **E-mail marketing communications** – If you opt in to email communications, the email address that you submit to us may be shared with Maximail who provide us with email marketing software. Your email address will remain within Maximail's database for as long as we continue to use Maximail's services for email marketing or until you specifically request removal from the list. You can do this by unsubscribing using the links contained in the email or as per the Marketing section below.
- **Telephone marketing communications** – If you opt in to telephone communications, your name and telephone number may be shared with our chosen third party telemarketing agencies. Your email address will remain within the agent's database for as long as we continue to use the agent's services for telemarketing or until you specifically request removal from the list. You can do this as set out in the Marketing section below.
- **Credit checking** - We may do a credit check on your organisation so that we can make credit decisions and prevent fraud and money laundering.
- **Salesforce** – We may keep basic contact details about individuals on Salesforce, our customer relationship management tool. Currently that data is stored on their EU3 servers in the UK.

## **Marketing**

We would like to send you information by post, email or telephone about our technology and networking goods and/or services which may be of interest to your organisation.

We will send you this information where you have opted in to us doing so. You can opt out at any time by emailing [talktotelent@telent.com](mailto:talktotelent@telent.com) with the subject "Marketing Opt Out", or calling 0800 783 7761 and asking to speak to the Marketing Department.

## **Who your information might be shared with**

We may disclose your personal data to:

- Other companies within our group;
- Our technology partners, suppliers and/or subcontractors (where necessary to provide you with goods and/or services);

Law enforcement agencies, and/or any other third parties mentioned in this privacy notice

## **Changes to this notice**

Any changes we may make to our privacy notice in the future will be posted on this page. Please check back frequently to see any updates or changes to our privacy policy.

**Transfers of data outside of the European Economic Area**

All personal data collected by us is stored on UK servers. However our IT outsourcing partner may need to access your personal data from time to time from their support centre in India for database administration purposes. This process complies with all legally required safeguards.

**Your rights**

You have the right to access a copy of your information, ask us to correct it, and to query information held. If you have any concerns, please contact our Company Secretary in the first instance. You also have the right to make a complaint to the Information Commissioners Office.

**Keeping your data secure**

We will use technical and organisational measures to safeguard your personal data. 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.

## 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. They include, for example, cookies that enable you to log into secure areas 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.

The individual cookies that we use are:

ExpressionEngine –t

- exp\_csrf\_token
- exp\_last\_activity
- exp\_last\_visit
- exp\_tracker
- PHP session cookie

Google Analytics

- \_ga
- \_gat

You 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.