

COMMUNICATIONS SOUTH EAST

PRIVACY POLICY

Communications South East, [CSE LTD] (we, us, our) is committed to protecting and respecting your privacy and our policy has been updated to cover the requirements of the General Data Protection Regulation 2018 (the Regulation).

This Privacy Policy explains how we use any personal information we collect about you when we communicate with you via our website, telephone calls of emails. It covers:

- Who we are
- What information do we collect about you?
- How will we use the information about you?
- Marketing
- Access to your information and correction
- Cookies
- Other websites
- Changes to our privacy policy
- How to contact us

Who we are

CSE LTD is a Authorised Supplier of communication and utility services with a registered company number of 11276772 and a company registered address of:

The Oast, East Malling Business Centre, East Malling, Kent. ME19 6BJ

What information do we collect about you?

Your data has been obtained from a fully GDPR compliant data provider we use. Please contact us for further information.

We collect additional information about you when you register with us or place an order for products or services. We also collect information when you voluntarily complete customer surveys and provide feedback.

We may collect and process the following data about you:

- Email address and validation of existing other communication data obtained via our fully GDPR compliant data provider
- certain information when you report a problem with our Website or regarding the services provided by us
- details of any correspondence in the event that you contact us
- survey information, which is used for research purposes, although you do not have to participate in them and/or
- details of your visits to our Website including but not limited to, traffic data, location data, weblogs and other communication data, whether this is required for our own purposes or otherwise and the resources that you access

With regard to each of your visits to our Website we may also automatically collect technical information about your visit. This is statistical data about our users' browsing actions and patterns and does not identify any individual. We may collect this information for system administration purposes.

Where We Store Your Personal Data

The data we collect from you is recorded and stored via a secure system.

We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this Privacy Policy.

All call recordings are stored on our secure servers. From time-to-time, our staff may need to access your account information, including call recordings as part of the normal operation of our support functions to you. In such cases that this is required, our system holds a record of all our staff that have accessed your account information. We confirm that all your data, including call recordings, will at all times be treated with the strictest confidence and, at no time, will your data be provided to third parties.

Where we have given you (or where you have chosen) a password which enables you to access certain parts of our site, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

The transmission of information via the internet is unfortunately 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. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

How will we use the information about you?

We collect information about you to process your order, manage your account and, if you agree, to email you about other products and services we think may be of interest to you.

Unless you opt-out, we may contact you from time to time with information regarding new features or products that we release.

For administrative purposes, we may need to pass the information we collect to other companies.

We never use or share the personally identifiable information provided to us online in ways unrelated to the ones described above without also providing you an opportunity to opt-out or otherwise prohibit such unrelated uses.

We use information held about you in the following ways:

- To ensure that content from our site is presented in the most effective manner for you and for your computer.
- To provide you with information, products or services that you request from us or which we feel may interest you, where you have consented to be contacted for such purposes.
- To carry out our obligations arising from any contracts entered into between you and your service provider.
- To notify you about changes to our service.

We may contact our customers by phone or electronic means (e-mail, SMS etc.) with information about goods and services similar to those which were the subject of a previous sale to you. If you do not want us to use your data in this way, or to pass your details on to third parties for marketing purposes, please do not tick the relevant box during the sign up process.

Marketing

Occasionally, we may like to send you information about products and services of ours which may be of interest to you. If you have consented to receive marketing, you may opt out at a later date.

You have a right at any time to stop us from contacting you for marketing purposes. If you no longer wish to be contacted for marketing purposes, please get in touch via the How to Contact Us section below.

Access to your information and correction

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of this information, please get in touch via the How to Contact Us section below. We do not typically make a charge for this service. We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate.

Cookies

Our Websites 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 Website. For detailed information on the cookies we use and the purposes for which we use them see our Cookie Policy.

For further information visit www.aboutcookies.org or www.allaboutcookies.org.

You can set your browser not to accept cookies and the above websites tell you how to remove cookies from your browser. However, in a few cases some of our website features may not function as a result.

Other Websites

Our website contains links to other websites. This Privacy Policy only applies to this website so when you link to other websites, you should read their own Privacy Policies.

Your Rights

The General Data Protection Regulation 2018 (the Regulation) gives you the right to access information held about you. You are entitled to change, update, amend and delete any personal information that you have provided to us. If you believe that any information we hold about you is incorrect or incomplete, please use the How to Contact Us section below.

You also have the right to ask us not to process your personal data for marketing purposes. You will usually be informed (before your data is collected) if your data will be used for such purposes or if we intend to disclose your information to any third party for such purposes. You can exercise your right to prevent such processing by getting in touch via the How to Contact Us section below.

Any access request for providing you with details of the information held about you, will not typically be subject to a fee.

Changes to our Privacy Policy

We keep our Privacy Policy under regular review and we will place any updates on this web page. This privacy policy was last updated on 15th May 2018.

How to Contact Us

If you have any questions about our Privacy Policy or information we hold about you, please contact us :

by email at customersupport@communicationsseast.co.uk

or by post at East Malling Business Centre, East Malling, Kent. ME19 6BJ