**Data & Privacy Policy**

The following 6 principles give a top-level overview of the areas covered by the new regulation. In this Data, Privacy and Cookie Policy, AT Telecommunications will show how we intend to comply with the GDPR Regulations and their 6 core principles listed below.

1. Lawfulness, fairness and transparency GDPR [article 5, clause 1(a)].

2. Purpose limitations [article 5, clause 1(b)].

3. Data minimisation [article 5, clause 1(c)].

4. Accuracy [article 5, clause 1(d)].

5. Storage limitations [article 5, clause 1(e)].

6. Integrity and confidentiality [article 5, clause 1(f)].

AT Telecommunications Limited takes your privacy *very* seriously and we will always comply with the obligations imposed on us by the applicable General Data Protection Regulation ((EU) 2016/679) (GDPR) and any national laws, regulations and secondary legislation, as amended or updated from time to time, in the UK and any subsequent legislation to the GDPR or the Data Protection Act 1998.

We shall use personal information that is provided by you in accordance with this policy, our terms of use and our Cookies Policy (see below). Our Privacy Policy will be reviewed from time to time to take account of any new laws and technology, and any changes to our operational processes and any amendments to this policy will be incorporated in an updated version. Any information we hold will be governed by our most recent Privacy Policy.

**Scope**

This policy applies to anyone who uses our websites or who buys or uses any of the services provided by AT Telecommunications Limited formed of the above AT Telecommunications Limited companies.

***Principle 1. Lawfulness, fairness and transparency GDPR [article 5, clause 1(a)].***

**Use of Personal Information**

AT Telecommunications Limited needs to collect and use certain personal information to be able to offer its range of products and services.

We will always tell you what data processing we are going to be doing.

For it to be *fair*: What is processed must match up with how it has been described.

For it to be *lawful*: Processing must meet the tests described in GDPR [article 5, clause 1(a)].

We will only use your personal information when the law allows us to. We will use your personal information in the following circumstances:

• Where we need to answer your enquiries

• Where we need to perform the contract, we enter into with you and to process

payments

• Where we need to comply with a legal or regulatory obligation

• Where it is necessary for our legitimate interests (or those of a third party) and when your interests and fundamental rights do not override those interests.

With your consent, we may also use your information:

• To advertise our products and services to you.

***Principle 2. Purpose limitations [article 5, clause 1(b)].***

Personal data can only be obtained for “specified, explicit and legitimate purposes” [article 5, clause 1(b)]. Data can only be used for a specific processing purpose that the subject has been made aware of and no other, without further consent.

*What Information we collect*

The type of information we collect may include (but is not limited to):

• Contact information: your name, address, telephone numbers, email addresses and

other contact information

• Payment information

• Date of birth

• Video Images

• IP addresses

• Account information including login details

• Areas of the website used and visited, details of transactions you carry out through

our website and the fulfilment of those transactions and links to and from third party

websites

• Information from external sources such as credit reference and identity verification

agencies. Periodically we may ask you to voluntarily complete surveys to provide us

with information for our marketing or research purposes, although you do not have to respond to them.

With specific reference to our website we may collect the following information:

a) Information about your computer and about your visits to and use of our website

including your IP address, geographical location, browser type, referral source,

length of visit and number of page views;

b) Information relating to any transactions carried out between you and us at AT Telecommunicates Limited on or in relation to our website;

c) Information that you provide to us for the purpose of registering with us;

d) Information that you provide to us for the purpose of subscribing to our website

services, email notifications and/or newsletters;

e) Any other information that you choose to send to us.

*Why we collect information*

***Principle 3. Data minimisation [article 5, clause 1(c)]***

Data collected on a subject should be “adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed”. In other words, no more than the minimum amount of data shouldbe kept for specific processing.

AT Telecommunications Limited will use your information for the following purposes:

* To open and maintain your customer account/s with us
* To confirm your identity and credit worthiness
* To purchase products as part of our service
* To install products and services remotely or on premises
* To maintain your equipment
* To answer queries
* To provide technical support
* To provide data storage including cloud storage
* To provide domains and licenses
* To provide security certificates
* To provide consultancy services
* To review job applications
* For security of our staff and business
* To ensure that content from our website 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 be of interest to you, where you have consented to be contacted for such purposes
* To enable us to provide you with the products and services that you have requested from us and otherwise to perform our legal obligations to you
* To manage your customer portal
* For training purposes, quality assurance or to record details about the products and services you order from us
* To satisfy and meet our legal and regulatory requirements
* To allow you to participate in interactive features of our services, when you choose to do so
* To notify you about changes to our products and services.

If you have provided your explicit consent and unless and until you advise us to the contrary, we will also communicate with you about relevant information and opportunities relating to existing and new products and services which we consider suitable for you.

**How we Collect Information**

We will collect information via the following means:

* When using our website, through filling in forms and registering to use our website and/or the customer portal and through active use of the customer portal. This includes reporting a problem with our website
* When making an enquiry for our services through filling in the website form, calling us or emailing us
* When applying for a job
* When discussing or placing an order to subscribe to our products and services
* When making use of our services
* When we take over services from a previous provider you transfer from
* When you visit our offices (CCTV)
* Through call recording
* Third party suppliers
* Through our web chat application.

**Sharing of Information**

In the standard operation of our business and to enable us to provide products and services to our customers, we may disclose your personal information to the following (who may be within or outside the European Economic Area):

* Our associated companies including any member of the AT Telecommunications Limited companies
* Successors in title to our business
* Our third-party service providers
* Professional advisors
* Credit agencies
* Any organisation or person expressly instructed by you
* Any relevant regulatory, governmental or law enforcement authority as required by law
* Third parties necessary to provide the products and services requested by you or necessary to protect the rights, property, or safety of our other customers, our employees, agents, consultants, contractors or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

We require that organisations outside of our Group of companies who handle or obtain personal information as service providers acknowledge the confidentiality of this information, undertake to respect any individual’s right to privacy and comply with the GDPR Regulations and Data Protection Act 1998.

***Principle 4. Accuracy, [article 5, clause 1(d)]***

Data must be “accurate and where necessary kept up to date.” Baselining ensures good protection and protection against identity theft. Data holders should build rectification processes into data management / archiving activities for subject data.

*Your Duty to Inform us of Changes*

It is important that the personal information we hold about you is accurate and current. Please keep us informed if your personal information changes during your relationship with us.

***Principle 5. Storage limitations, [article 5, clause 1(e)].***

Regulator expects personal data is “kept in a form which permits identification of data subjects for no longer than necessary” In summary, data no longer required should be removed.

**Data Retention**

We will only retain your personal information for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements. To determine the appropriate retention period for personal data, we consider the amount, nature and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

In some circumstances we may anonymise your personal information so that it can no longer be associated with you, in which case we may use such information without further notice to you. Once you are no longer a customer of Infinity we will retain and securely destroy your personal

**Your Rights of Access, Correction, Erasure and Restriction *(right to be forgotten)***

Under certain circumstances, by law you have the right to:

* Request *access* to your personal information (commonly known as a "data subject access request"). This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it.
* Request *correction* of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected
* Request *erasure* of your personal information. This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal information where you have exercised your right to object to processing (see below)
* *Object* to processing of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where we are improperly processing your personal information for direct marketing purposes
* Request the *restriction* of processing of your personal information. This enables you to ask us to suspend the processing of personal information about you, for example if you want us to establish its accuracy or the reason for processing it.
* Request the *transfer* of your personal information to another party
* If you want to review, verify, correct or request erasure of your personal information, object to the processing of your personal data, or request that we transfer a copy of your personal information to another party, please contact [info@attelecoms.co.uk](mailto:info@attelecoms.co.uk) or 020 3096 2222.

**Principle 6. Integrity and confidentiality, [article 5, clause 1(f)].**

Requires processors to handle data “in a manner [ensuring] appropriate security of the personal data including protection against unlawful processing or accidental loss, destruction or damage”

**Security of Information**

We take the safeguarding of your data very seriously. All personal information in our possession is held securely. We have put in place appropriate security measures to prevent your personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal information to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal information on our instructions and they are subject to a duty of confidentiality.

We do not currently store or transfer your personal data outside the European Economic Area but should we do so in the future we will ensure our Suppliers deal with the data within GDPR process and protocol. By providing your data to us, you agree to this transfer and storage.

However, we will ensure that reasonable steps are taken to protect your data in accordance with this privacy notice.

Special measures such as access restrictions are in place to ensure the security of sensitive personal data.

In line with GDPR, we have put in place procedures to deal with any suspected data security breach and will notify you and any applicable regulator of a suspected breach where we are legally required to do so.

*No fee is usually required*

You will not have to pay a fee to access your personal information (or to exercise any of the other rights). However, we may charge a *reasonable fee* if your request for access is clearly unfounded or excessive. Alternatively, we may refuse to comply with the request in such circumstances.

*What we may need from you*

We may need to request specific information from you to help us confirm your identity and ensure your right to access the information (or to exercise any of your other rights). This is another appropriate security measure to ensure that personal information is not disclosed to any person who has no right to receive it.

*Right to withdraw consent*

In the limited circumstances where you may have provided your consent to the collection, processing and transfer of your personal information for a specific purpose, you have the right to withdraw your consent for that specific processing at any time.

*Questions and Complaints*

If you have any questions concerning our Privacy Policy, would like to change your personal information, or would like to make a complaint concerning any action of ours which you consider is in breach of our policy please contact us on 020 3096 2222 or [info@attelecoms.co.uk](mailto:info@attelecoms.co.uk)

We would hope to be able to deal with any complaint you may have to your satisfaction, but you have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues.

**Policy amendments**

We may update this privacy policy from time-to-time by posting a new version on our website.

You should check this page occasionally to ensure you are satisfied with any changes.

**Cookies**

A cookie consists of information sent by a web server to a web browser and stored by the browser. The information is then sent back to the server each time the browser requests a page from the server. This enables the web server to identify and track the web browser.

We may use both “session” cookies and “persistent” cookies on the website. We will use the session cookies to: keep track of you whilst you navigate the website. We will use the persistent cookies to enable our website to recognise you when you visit.

The information generated relating to our website is used to create reports about the use of the website. Google stores this information. Most browsers allow you to refuse to accept cookies. For example, in Internet Explorer you can refuse all cookies by clicking “Tools”, “Internet Options”, “Privacy”, and selecting “Block all cookies” using the sliding selector.)