

# Pactel Website – Privacy

Pactel recognise the need to ensure that any personal data that we may collect is properly protected and that we are transparent and responsible in the way we handle it.

In these pages you can find information about what personal data we collect as a controller, what we do with it and how you can contact us if you have any question or need any further information.

***If you are an existing Pactel customer, Pactel may process your or your customers' or end users' personal data on your behalf as part of the services we provide to you. Details of such processing are provided in our contracts/terms and conditions and are available at any time upon request. Note that this Privacy Policy does not deal with such processing.***

## **From whom does Pactel collect personal data?**

Pactel collects personal data from customers, suppliers and professional advisers, and their employees with whom Pactel has an existing or prospective business relationship (“**Business Partners**”) in order to manage such relationship and interact with the Business Partners.

## **Who is the controller?**

In relation to such personal data Pactel acts as the controller and collects and processes such data on the grounds of its legitimate interest of managing the relationship with Business Partners.

## **What personal data does Pactel collect?**

The personal data consists of any or all of the following: name, address, email, telephone numbers and communications records (emails and letters).

## **How does Pactel collect personal data?**

The personal data is collected during our engagement with Business Partners by email, phone, meetings, and from potential customers through any enquiry submitted via Pactel’s website.

## **How does Pactel use the personal data?**

The personal data is exclusively used for the management of the relationship with the Business Partner and, in the case of existing or prospective customers, for the promotion of services provided by Pactel relevant to them. Note that the personal data is not used for automated decision taking (including profiling).

## **With whom does Pactel share the personal data?**

The personal data is shared as detailed below:

Existing customers:

– those of our suppliers of services who need to have that data in order to be able to provide their services to our customers.

Prospective customers:

– internal only using our secure customer relationship management software.

**Does Pactel transfer personal data outside the European Economic Area?**

No personal data is transferred outside the EEA in relation to prospective and existing customers.

**How long does Pactel retain the personal data?**

Personal data is retained for the duration of the relationship with the Business Partner and for a period of up to 7 years from the end of such relationship.

**What rights do Business Partners have in relation to their personal data?**

Business Partners have, in relation to their personal data, the following rights: right of access, right to rectification, restriction of processing, erasure (“right to be forgotten”), data portability, object to the processing, and their right not to be subject to an automated individual decision making.

These rights can be exercised by contacting Pactel using the contact details provided below.

Complaints can be raised with Pactel or with the Information Commissioners Office (ICO): [www.ico.org.uk](http://www.ico.org.uk) / 0303 123 1113.

**Does Pactel use cookies in its website?**

Pactel do not use cookies on its website,

**How to contact Pactel?**

Pactel's Data Protection Officer can be reached using the following contact details:

Data Protection Officer, Pactel Solutions Ltd, 16 Baddow Road, Chelmsford CM2 0DG. Tel: 01245 808277. Email: [info@pacteltelecoms.com](mailto:info@pacteltelecoms.com).