

Privacy Notice

This Privacy Notice tells you how ITM Communications Limited ('ITM', 'we', 'us') process your personal data. It also provides your data protection rights, including a right to be removed from the processing which ITM carries out.

Contact Information

The Data Protection contact at ITM Communications Limited is:

Lynda Ayriss
41 Alston Drive
Bradwell
Milton Keynes
MK13 9HA
+44 (0) 844 823444
enquiries@itm.uk.com

Please use the details above to contact us if you have any questions or queries regarding this Privacy Notice.

What Personal Data We Collect

We process the following types of data received from our customers:

- Contact information, including:
 - Name
 - Position
 - Email address
 - Telephone number
 - Office address

How We Collect Personal Data

The information is provided to us for one of the following reasons:

- You have made an order or enquiry to us;
- You have requested information from ITM;
- You have previously connected with an ITM employee and exchanged information and discussed our products / services (exchanging of business cards, or contact details);
- You have applied for a job within the organisation.

Why We Collect, Use and Store this Personal Data

We collect, use and store the information listed in the above section for the reasons set out below:

- Where necessary for legitimate interests, as listed below, where our interests are not overridden by your data protection rights:
 - Making details available to ITM personnel and companies providing services under contract to ITM Communications Ltd (if relevant, appropriate & necessary) for delivery of goods and services purchased;
 - Protecting our legitimate business interests and legal rights. This includes, but is not limited to, use relating to compliance, regulatory, auditing, legal claims (including disclosure of such information regarding legal process or litigation) and other ethics and compliance reporting requirements;
- Where necessary to comply with a legal obligation.



How We Share Your Personal Data

We share your personal data with ITM personnel where you have purchased goods or services which require us to support and coordinate services. We will not share your personal information with third parties for the purposes of direct marketing.

In certain circumstances, your personal data will be shared with suppliers or subcontractors, if relevant and necessary. We also have internal management systems (CRM etc) supplied by third parties which your personal data is uploaded to. The contracts in place prohibit any supplier or sub-contractor from sharing/using your information.

How We Use Your Personal Information

We may use your person information for the following reasons:

- To deliver goods & services;
- To efficiently manage your account;
- To process any complaints / commendations you have made.

The processing of this data is important for us to manage the business operations and follow our contractual agreements effectively.

Sharing Your Personal Data with Third Parties

We only share personal data with third parties when we are legally allowed to do so, and there being a relevant requirement to share this information. When there are engagements with third party organisations we have contractual agreements in place to align with the data protection laws ensuring confidentially, safekeeping and security of the data. For example:

- We have management systems in the organisation which are used for various processes and we may collate information in these. Contracts are signed in these cases to ensure these businesses comply to the same obligations of security and protection with regards to your data;
- When products are delivered from us to you, we will have to supply the couriers with contact information and addresses to make sure you receive the product quickly and efficiently;
- When you provide payment information, we will share this information with the bank for transactions to go through successfully, to complete a credit check or for fraud protection.

How Long We Keep Your Data For

We retain your data for the duration of the contractual agreement plus the relevant prescription period. If we are required by law to retain it for a longer period, then we will retain the relevant information for the time that is required.

Your Rights as A Customer

You retain the right to request and obtain the information that is held about you. You can then request that data to be:

- Amended if it is inaccurate or incomplete;
- Deleted if it is no longer necessary for the business to hold this information;
- That the processing of said information to be restricted in certain circumstances.

You may also reject the processing of your data that we conduct in our legitimate business interests for reasons relating to your situation. If you would like a copy of all the data that is being held please email, ring or send a letter to the Data Protection contact located at the top of the document. Please allow 30 days for a response from the date that we receive your request. If it is a more complex request, or there are numerous requests in a short succession, we will inform you within one month of receipt if there is an extension required, with supporting reasons for this delay.