

PRIVACY STATEMENT

Connexus Networks Ltd (T/A IP Office Direct) Privacy Statement

Confidentiality Statement

This notice informs you how we use the information you give us and how we protect your privacy. It also explains your rights under the UK Data Protection Act (update 2018) and the EU General Data Protection Regulations 2018. We abide by UK Law and our data protection regulator within the UK is the Information Commissioners Office.

PRIVACY STATEMENT

Who We Are

Connexus Networks Ltd T/A IP Office Direct (IPD) sell and deliver a wide range of telecommunication accessories. Our registered office is located at Unit 202, Stonehouse Park, Sperry Way, Stonehouse, Gloucestershire, GL10 3UT. We have been trading for 13 years and our company registration number is 05454004. IPD has an assigned Data Protection Officer, details as follows:

Jeff Elliott
Email: jelliott@connexusuk.com
Telephone: 01453 827700

Information We Collect

We collect your personal data in the performance of a sales contract, to provide a service to you and to ensure that orders are completed and purchased products can be sent out to your preferred address. The personal data that we collect includes contact names, company address, e-mail addresses and mobile and fixed line telephone numbers and payment details. The data is obtained from orders, e-mail and, verbally, by telephone.

How We Use Your Personal Data

Data Subject	Personal Data	Processing	Legal Basis
IP Office Direct Customer	Contact Details; Names, Company, Addresses, Email, Telephone Numbers, payment detail.	Collecting and recording of details on our secure website to be recalled for future sales orders. Personal data is also used for the occasional communication regarding relevant products and services of interest.	Contract – In order to meet the terms of the sales contract it is necessary to record and process key customer contacts details.

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IP Office Direct Marketing Contacts	Contact Details; Names, Addresses, Email, Telephone Numbers.	Collecting and recording of details on our secure website of contacts who have previously shown an interest in our products but not made a purchase. For the purpose of direct marketing of relevant products.	Consent IP Office Direct will only call and/or e-mail potential customers who have explicitly given their consent to receive details of telecommunications and IT products and services which may be of interest.
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We will never disclose, share or sell your data without your consent, unless required to do so by law. We also collect and store your personal data as part of our legal obligation for business accounting and tax purposes

Data Subject's Rights

We will not hold your information for any longer than is necessary and, as a maximum, no longer than 5 years after you have ceased to be a client of our company unless there is a lawful basis for retention

Should your data be inaccurate we will rectify this immediately on notification.

Should you wish us to delete your data, please contact our DPO to make the request. This will be actioned within 28 days unless there is a lawful basis for us to retain the information in which case you will be advised accordingly

Should you wish to transfer your data to another organisation, please contact our DPO and we will arrange this for you

You can request access to your data at any time. We will provide you with a full copy within 28 days of your request

You can withdraw consent to us holding and processing your information at any time. Please contact the DPO should you wish to do this

We may, occasionally, provide you with updates and marketing bulletins which are appropriate to your service. Should you not wish to receive these communications then you can opt out either by selecting the appropriate option on the e-mail communication or by contacting us directly.

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Sharing and Disclosing Your Personal Information

We will not sell or share your information with any other third parties unless we have obtained your consent to do so.

Transfers Outside the EU

No personal data is stored or sent outside of the EU.

Safeguarding Measures

We are ISO 27001 certified and have in place a comprehensive information security policy together with incident management, business continuity and disaster recovery plans. We take data security seriously and we have implemented secure options, which are regularly audited, to minimise the risk to your data. We can provide details on request

Consequences of Not Providing Your Data

Withholding of the required data may result in sales orders not being fulfilled.

How Long We Keep Your Data

We will not hold your information for any longer than is necessary and, as a maximum, all data will be purged from our systems after 5 years from when you were terminated as a client of our company, unless there is a lawful basis for retention

Marketing

IP Office Direct may send information on exclusive offers and general information on relevant products and services to potential customers from whom we have explicitly gained consent. Recipients of IPD marketing information can opt out either at the point that consent is requested or at any time afterwards by contacting our DPO (details above). Personal data will never be shared with, or sold to, third parties and your rights regarding your personal data (see above) can be exercised at any time.

Lodging a Complaint

Should you wish to make a complaint in relation to a data protection issue relating to our company, you can contact us as above or you can contact our regulator below:

The Information Commissioner's Office
Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF
Tel: 0303 123 1113 (local rate) or 01625 545 745 if you prefer to use a national rate number
www.ico.org.uk

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Consent

We are required under the Regulations to obtain your consent to our collection, processing, sharing and holding of your personal data. Please ensure you have read this notice fully and accept all that it contains or, if you have any queries, contact us directly.