



PRIVACY POLICY

This Privacy Policy sets out how Crosslink Solutions Ltd uses and protects any information that you give when you use our website - www.crosslinksolutions.co.uk

Crosslink Solutions Ltd is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this Privacy Policy

What information do we collect?

We collect information from you that you provide to us when you use our website and complete our online enquiry form. We collect the following information.

| Data Category | Description |
|-------------------------|---|
| Name and Position | This is the name and position in a Company. |
| Company Address. | This is the Company name and address that you provide us with. |
| Email Address | This may be a personal Company email address, the Company main email address or personal email address provided to us. |
| Telephone Number | This will be a contact telephone number that you provide to us. It may be a personal line, mobile number or main Company contact number. |
| Market information | This will any information that you provide to us relating to markets that you operate in. |
| Systems of interest | This will be information that you provide to us relating to any systems that you are interested in. |
| Communications with you | This will be communications that we have with you (emails, letters, telephone calls, messages sent to us through our social media platforms (feedback). |
| Payment details | Any details that you provide us with that will need to be processed in order to receive payment from you. |
| Other | Any other information that you provide us with. |

We only process information in the UK. You are responsible for ensuring that the information we hold on you is up to date and correct.

What we do with the Information we have collected:

Personal information submitted to us via this website will be used for the purposes specified in this privacy policy. We only process your personal information if we have a legitimate reason for doing so. We will process your data for one of the following reasons:

- To administer the website.

- Improve your browsing experience by personalising the website.
- Enable your use of our links on the website.
- Process your enquiry.
- Process your payments.
- To provide services to you and send you information regarding your enquiry.
- To communicate with you and manage our relationship with you.
- To inform you of any special offers we may have.
- To fulfil any contract that we enter into with you.
- To send statements and invoices to you and collect payments from you.
- To send you email notifications which you have specifically requested.
- Deal with any complaint made by or about you relating to our website.

Links to other websites.

This privacy policy does not cover the links within this site linking to other websites. Those sites are not governed by this privacy policy, and if you have questions about how a site uses your information, you will need to check that site's privacy statement.

The legal basis for processing

Under the General Data Protection Regulations there are various grounds which are considered a 'legal basis for processing', These are:

- To fulfil a contract we have with you, or
- If we have a legal duty to use your data for a reason, or
- When you consent to it, or
- When it is in our legitimate interests. Legitimate interests are our business or commercial reasons for using your data, but even so, we will not unfairly put our legitimate interests above what is best for you and your data.

It should be noted that in some circumstances our legal basis for processing data may vary, however, we always operate in full compliance with the General Data Protection Regulations and will only process data with a fair and reasonable legal basis for doing so.

Whom we Share the information with:

Crosslink Solutions is the Data Controller and your information may be shared with employees within our Company who will be responsible for processing your personal data.

In order to fulfil any request from you your personal Data may also be shared with our business partners, agents or other third-party dependent upon your request,

We may need to share details with our Accountant and HMRC or other legal entities for legitimate reasons.

Please be assured that your personal information will not be shared with any other third party unless a specific request to do so is made by you.

Rights under General Data Protection Regulations

You have the following rights under the General Data Protection Law:

Right to Access

You have the right of access to your personal information that we process and details about that processing.

You can access that information by contacting the Data Processor directly or you can raise a Data Subject Access request (DSAR) to receive this information in another format. There will be no charge for this unless the information requested is extremely time consuming when an appropriate charge will be levied.

Right to rectification

You have the right to request that information is corrected if its inaccurate. You can contact us to make the changes on your behalf. It is important that you keep us up to date with regards to any changes to your personal data.

Right to Erasure (right to be forgotten)

You have the right to request that your information is removed: If your request is in relation to an enquiry or an order that you no longer wish to pursue please write to us or email us on our contact page. If we are required for legitimate reasons to keep your information we will advise you of the data we need to retain, the reason why and how long it will need to be retained for.

Right to Object

You have the right to object to the processing of your information: We request that you either write to us or email us on our contact page. If we are required to process any of your data for legitimate reasons we will advise you accordingly, what data we are required to process and the period we need to retain it for.

Right to Restriction of Processing.

You have the right to request that we restrict the extent of our processing activities: please either write to us or email us on our contact page. We will only refuse such a request if we are obliged to disclose certain data by law.

Retention of personal information:

The Company will normally, for legitimate reasons, retain information for a period of six years following the last enquiry or transaction with you unless for legal reasons we may need to keep it longer. In those cases, your data will only be kept as long as it is required to be retained.

Security of your personal information.

We are committed to ensuring that your information is secure, to prevent unauthorised access or disclosure, we will take reasonable technical and organisational precautions to prevent the loss, misuse or alteration of your personal information.

We will store all the personal information you provide on our secure password and secure server, we have multiple security layers to Quickbooks and other platforms which contain an individual's data.

The transmission of information over the internet is inherently insecure and we cannot guarantee the security of data sent over the internet.

Changes to our Privacy Notice.

This Privacy Policy will be reviewed regularly. This Privacy Policy was last updated on 24th July 2018.