

Signal Telecom (Stokesley) Personal Data Privacy Policy.

Contract customers

When you enter into a contract with us we need to ask for certain of your personal and business details and process this data in order to successfully manage the services we are providing, also for any third-party contract/s we may need to enter into on your behalf.

These can include:

Name, Address, Company position
Telephone number/s, Email address/es
Banking details, Proofs of identity (i.e. bank statements, utility bills
VAT numbers
Date of birth (sole trader), passport copy (sole trader)
Driving license (sole trader), home address (sole trader)

We may have to share this information with third party suppliers such as mobile phone networks, landline providers, also with support organisations such as Leasing companies, Insurance companies and our accountants to ensure that your services are provided.

Any third parties we share your personal data with will be compliant with the General Data Protection Regulation as a condition of doing business with us and you.

We retain your personal data for the duration of the contract/s between us and, if the contract is not renewed, for a further four years after which your personal data is deleted/destroyed.

The privacy of your data is extremely important to us and it will never be shared with any person or organisation that is not directly involved in the services for which you have contracted or is not fully GDPR compliant.

The GDPR gives you extensive rights regarding how we process and retrain your personal data giving you:

Your right to be informed

We must inform you about the collection and use of your personal data. We must provide you with information including: our purposes for processing your personal data, our retention periods for that personal data, and who it will be shared with (see above).

Your right of access

You can access your personal data. You can make a request verbally or in writing. We will email your personal data to you and there is no charge for this service.

Your right to rectification

You can have inaccurate personal data rectified or completed if it is incomplete.

Your right to erasure

You can have your personal data erased if it is no longer necessary for the purpose for which you provided it.

Your right to restrict processing

You can restrict or suppress your personal data in certain circumstances. We then retain your personal data but not use it.

Your right to data portability

You can obtain and reuse your personal data. You can move, copy or transfer your personal data easily from one environment to another in a safe and secure way, without affecting its usability.

Your right to object

You can object to the processing of your personal data in certain circumstances. This allows you to ask us to stop processing their personal data. You have an absolute right to stop your data being used for direct marketing.

Primary Prospects

When we have had a conversation with you about business and agreed to further contact in the future you will become a primary prospect. This means we will ask you for certain of your personal and business details and record this data in order to tender for your business efficiently.

This data could include all of the information described above under 'contract customers plu contract end dates and existing service providers.

This data will be held in the strictest privacy and no third-party suppliers will have access until you give us permission to provide you with a quotation.

Any third parties we then share your personal data with will be compliant with the General Data Protection Regulation as a condition of doing business with us and you.

We retain your personal data until the date agreed for further contact then for a further four years after which, if you are not a customer, your personal data is deleted/destroyed.

The privacy of your data is extremely important to us and it will never be shared with any person or organisation that is not directly involved in the services we are discussing or is not fully GDPR compliant.

You have all of the rights explained above under contract customers.

Direct Marketing

As a legitimate interest we may have retained your email address after you have given it to us during a business conversation or we have obtained it from a directory published by a Chamber of Commerce.

You have all of the rights explained above under contract customers and every email you receive will allow you to unsubscribe if you wish to.

To exercise any of these rights contact Alex Nichols, Data Administrator, on 01642 713 667 or data@signaltelecom.co.uk