



## Privacy Policy

We take your privacy seriously and have produced this guide to help you understand why we collect personal information, how we use it, and when we stop storing it.

We are registered with the Information Commissioner's Office. Our Data Protection number is ZA193251.

If you'd like to discuss our policy or seek guidance on how it applies to you, please contact us.

### General Overview

- We keep to a minimum the information we hold about you.
- We use your data to provide our services to you, respond to your enquiries, manage our relationship with you, and meet our legal obligations.
- We delete your data when it is no longer needed for these things.
- Generally, we do not give your information to third parties, but there are some exceptions.
- We may record inbound and outbound calls.

### Data retention policy

- Data about customers is retained for the duration of your relationship with us, then seven years.

- Data about prospective customers is retained for the duration of enquiry, then one year.
- Server logs files are retained for 90 days.
- We save your received faxes and voicemails for a period of 12 months.

## I'm a customer ...

- We use your data to fulfil our contract to you or as required by law.
- We delete your data when it is no longer needed for these things.
- Generally, we do not give your information to third parties. It is possible, though unlikely, that we might be forced to disclose your information in response to a court order.
- Some of our services will generate call detail records (CDR) for billing purposes which will contain details of telephone numbers that you have called, or that have called you.
- We also generate log files from various services our contact forms and customer portals. This will include an IP address assigned to you or, more likely, to someone who provides you with Internet access.
- Telephone calls to and from ourselves will also be contained within such records.

As a customer we will generally hold the following information about you:

- Your name, identity and contact information
- Information about your business
- Information and documents about services you take from us
- Our communications with you
- Billing and payment information

## I'm a prospective customer ...

- We use your data to respond to your enquiry or as required by law - if you give us a ring or make contact by email, we will follow up on your enquiry and see if there is a way in which we can help you.
- We keep a record of enquiries received to help us plan our business strategy and check that we are offering what potential clients want.
- We delete your data when it is no longer needed for these things.
- Generally, we do not give your information to third parties. It is possible, though unlikely, that we might be forced to disclose your information in response to a court order.
- We also generate log files from various servers, our contact forms and customer portals. This will include an IP address assigned to you or, more likely, to someone who provides you with Internet access.
- Telephone calls to and from ourselves will be stored within call detail records (CDR) for billing and call volume analysis.

As a prospective customer we will generally hold the following information about you:

- Your name, identity and contact information
- Information about your business
- Our communications with you