

Privacy Statement

REF: DMC-#



Version: 2.0

Classification: Public

Date: Friday 25th May, 2018

Owner: Colin Cuthbertson (Data Protection Officer)

Contact: privacy@dmcip.com

This Privacy Statement describes how Data Messaging & Communications (DMC) Ltd collects and processes personal identifiable information (PII).

Data Collection

Website visitors

- Our website may store cookies in your web browser so that it knows whether you have visited before. We do not store PII in web browser cookies.
- Your IP Address may be logged for up to 30 days on our web servers. This information is used for reporting and statistical analysis.
- Your First Name, Last Name, Business Name, Email address, Phone Number and IP Address is automatically collected when you submit a contact form on our web site and will be stored in our Email and Ticketing system for a period of 12 months after last contact from you.
- Newsletter Subscription. Your First Name, Last Name, Business Name and Email address will be collected when you subscribe (opt-in) to our marketing e-mails. This information is stored in our ERP system and in our Email and Ticketing system until you opt-out.
- Status Page Notifications. Your Email address will be collected when you subscribe (opt-in) to our status update notifications.

Telephone Callers

- Telephone calls to DMC and from DMC are record for training and monitoring purposes and for establishing the existence of facts as described in our Terms & Conditions of Business.

Fourth Floor, 22 Lever Street, Manchester, M1 1EA

Tel: 0161 850 4001 | Fax: 0161 850 0126 | Email: info@dmcip.com | Web: www.dmcip.com

Registered in England No. 5852071. Registered Office: 2 Heap Bridge, Bury, Lancashire, BL9 7HR.

Customers

- Your First Name, Last Name, Business Name, Business Address, Job Title, Department, Email address and contact Phone Numbers are collected over the telephone when you request a quotation or subscribe to our services. This information is manually stored in the Leads section of our ERP system and is automatically stored in Contact Lists and messages within in our Email system and Ticketing system.
- The First Name, Last Name, Business Name, Business Address, Job Title, Department, Email address and contact Phone Numbers of people authorised to contact us about your account are collected when you subscribe to our services or when you add new contact to your account. This information is manually stored in the Customer section of our ERP system and our Accounting system. It is also automatically stored in Contact Lists and messages within in our Email system and Ticketing system.

Suppliers

- The First Name, Last Name, Business Name, Business Address, Job Title, Department, Email address and contact Phone Numbers of your Sales Representative are collected over the telephone when we request a quotation from a Supplier. This information is stored in the Suppliers section of our ERP system and will also be stored in our Email system and Ticketing system.
- The First Name, Last Name, Business Name, Business Address, Job Title, Department, Email address and contact Phone Numbers of our Account Manager and Finance contacts are collected over the telephone when we subscribe to the services of a Supplier. This information is stored in the Suppliers section of our ERP system and will also be stored in our Email system and Ticketing system.
- The First Name, Last Name, Business Name, Business Address, Job Title, Department, Email address and contact Phone Numbers of the Data Protection Officer of our Suppliers may be collected over the telephone or from research and will be stored in the Suppliers section of our ERP system.
- The Company Name and a link to a Sub Processor's website and / or privacy policy are listed within this privacy policy for the purpose of compliance with Data Protection Laws.

Prospective Employees

- When you apply for a job at DMC, your First Name, Last Name, Email Address, Contact Phone Numbers and a copy of your CV will be stored in our Email and Ticketing System.

- Unsuccessful applications will be kept for up to 12 months after the applicant have been notified of our decision.

Sharing your Personal Identifiable Information

- DMC employ other companies and individuals to perform functions on our behalf. For example, delivering goods and services, providing marketing assistance, providing HR services, providing Legal services, providing Financial Services, processing payments, scoring credit risk.
- These third-party service providers have access to personal information needed to perform their functions (e.g. Name, delivery address, contact telephone number, Company Number), but may not use it for other purposes.
- Furthermore, they must process the personal information in accordance with this Privacy Notice and as permitted by applicable data protection laws.
- A complete list of our third-party service providers will be provided on request .
- DMC will never share your Personal Identifiable Information with any other third parties.

How secure is your Personal Identifiable Information ?

- We design our systems with your security and privacy in mind.
- We work to protect the security of your information during transmission by using Secure Sockets Layer (SSL) software, which encrypts information you input.
- We follow the Payment Card Industry Data Security Standard (PCI DSS) when handling credit card data.
- We maintain physical, electronic and procedural safeguards in connection with the collection, storage and disclosure of personal customer information. Our security procedures mean that we may occasionally request proof of identity before we disclose personal information to you.
- Our software products include security features to protect them against unauthorised access and loss of data.
- It is important for you to protect against unauthorised access to your password and to your computers, devices, and applications. Be sure to log out of our software when you finish using a shared computer and lock your screen when you go away from your desk.

Data Processing

- DMC provides Software as a Service (SaaS), Server Hosting, Cloud services and Telecommunications Services to our customers.
- The data contained with DMC software and / or stored on your hosted or cloud hosted services and / or transmitted over our telecommunications lines is your data and not ours.
- DMC acts as a data processor and only process your data with direct instruction from you.
- We will never give your data to any other party without your permission unless we have been presented with a legitimate legal warrant.

What data is processed ?

- **Telephone Call Detail Records.** Details of every telephone call processed by our software is logged in a database. These details include time and date, telephone numbers, direction of call, duration of call, call routing information and notes about the call taken by an agent.
- **Telephone Call Recordings.** Telephone call recordings may be stored on a physical disk or a cloud storage facility.
- **User Information.** Personal Identifiable Information about telephone system users is stored in a database (e.g. First Name, Last Name, Email Address, Contact Telephone Numbers, Department, UserName, Password). Productivity statistics for individual users is also stored within the database.
- **Contact Information.** Personal Identifiable Information about contacts is stored in a database (e.g. Title, First Name, Last Name, Email Address, Address, Business Name, Contact Telephone Numbers, Department, Job Title).

Contact

- If you have any concerns about privacy at DMC, would like to request that your PII is erased from our systems, or would like to contact our Data Protection Officer, please e-mail privacy@dmcip.com with full details of your request and we will aim to resolve the issue for you within 30 days.

Further Information

- Further information may be found in the Data Processing Agreement section of our General Terms and Conditions of Business.