



## Website Privacy Policy – 1 Sep 2020

### Introduction

This privacy notice tells you about the information we collect from you when you use our website. In collecting this information, we are acting as a data controller and, by law, we are required to provide you with information about us, about why and how we use your data, and about the rights you have over your data.

### Contact Details

We are OX365 Limited. Our address is Unit 28, Monument Park, Chalgrove, OX44 7RW.

You can contact us by post at the above address, by email at [dataprotection@ox365.co.uk](mailto:dataprotection@ox365.co.uk) or by telephone on +44 (0)330 44 55 365.

We are not required to have a data protection officer, so any enquiries about our use of your personal data should be addressed to the contact details above.

### How we use your information

#### Cookies

For information about our use of cookies, please see our Cookie Policy.

### When you submit an enquiry via our website

When you submit an enquiry via our website, we ask you for your name and email address.

We use this information to respond to your query, including providing you with any requested information about our products and services. We may also email you several times after your enquiry in order to follow up on your interest and ensure that we have answered your it to your satisfaction. We will do this based on our legitimate interest in providing accurate information prior to a sale.

Your enquiry is stored and processed as an email which is hosted by Microsoft within the European Economic Area (EEA). It may also be logged on a CRM system on a private server based in the UK.

We do not use the information you provide to make any automated decisions that might affect you.

We keep enquiry emails for two years, after which they are securely archived and kept for seven years, whereupon we delete them. CRM records are kept for three years after the last contact with you.

## When you sign up to receive our newsletter

When you sign up to receive our newsletter, we ask for your name and your email address.

We will ask for your consent to use your name and email address to email you our newsletter which contains information about our products and other information which we feel might be of interest to you.

You can withdraw your consent at any time, and we will stop sending you the newsletter.

Your name and email address are only used by OX365 Limited and its subsidiaries and are not shared with any third parties.

We do not use the information you provide to make any automated decisions that might affect you.

We keep your personal data for as long as we produce and distribute our newsletter. If you withdraw your consent, we will mark your details so that they are not used and delete them after two years.

## When you download a resource

When you request to download a resource, such as a white paper, we ask for your name, company name (optional) and your email address.

We use this information to email you after your download in order to follow up on your interest in our products and services. We will do this based on our legitimate interest in marketing to prospects for our products and services.

Your name and email address are only used by OX365 Limited and its subsidiaries and are not shared with any third parties.

We do not use the information you provide to make any automated decisions that might affect you.

Your personal data is stored for one year after you requested your download, after which it is deleted.

## When you take part in our feedback survey

When you take part in our feedback survey, we record your name, your email address, your organisation name, your job role and your answers to questions we ask about your opinion of, and use of, our products and services.

We use this information to develop and improve our products and services and our customer relationships. Your job role, organisation and some or all of your comments, but not your name or any other personal details, may be publicly displayed on our website as a testimonial. We will do this based on our legitimate interest in marketing our products and services.

Your name and email address are only used by OX365 Limited and its subsidiaries and are not shared with any third parties.

We do not use the information you provide to make any automated decisions that might affect you.

Your personal data is stored for two years, or for as long as we are marketing the product or services that the review refers to, whichever is shorter. You may ask us to remove a testimonial that is based on your feedback from our website at any time by contacting us using the contact information provided above in the Contact Details section of this policy.

## Your rights as a data subject

By law, you can ask us what information we hold about you, and you can ask us to correct it if it is inaccurate. If we have asked for your consent to process your personal data, you may withdraw that consent at any time.

If we are processing your personal data for reasons of consent or to fulfil a contract, you can ask us to give you a copy of the information in a machine-readable format so that you can transfer it to another provider.

If we are processing your personal data for reasons of consent or legitimate interest, you can request that your data be erased.

You have the right to ask us to stop using your information for a period of time if you believe we are not doing so lawfully.

Finally, in some circumstances you can ask us not to reach decisions affecting you using automated processing or profiling.

To submit a request regarding your personal data by email, post or telephone, you can contact us using the contact information provided above in the Contact Details section of this policy.

## **Your right to complain**

If you have a complaint about our use of your information, we would prefer you to contact us directly in the first instance so that we can address your complaint. However, you can also contact the UK Information Commissioner's Office via their website at [www.ico.org.uk/concerns](http://www.ico.org.uk/concerns) or write to them at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

## **Updates to this privacy policy**

We regularly review and, if appropriate, update this privacy policy from time to time, and as our services and use of personal data evolves. If we want to make use of your personal data in a way that we haven't previously identified, we will contact you to provide information about this and, if necessary, to ask for your consent.

We will update the date of this document each time it is changed.