



Privacy Notice (updated May 2018)

Please read the “YourComms Ltd” privacy notice carefully to understand how we may use your personal data. Our privacy notice defines the basis for processing any personal data you provide to us, or we collect when we contact you.

This is how your personal information is used by YourComms Ltd. “YourComms Ltd” is an approved franchise of “The Sprint Group”

“YourComms Ltd” is a data controller for the Data Protection Act and the GDPR. This privacy notice describes how we protect and use the information you give to us. Your privacy is protected by law. This section provides further details about this.

Data Protection Law prohibits us from using personal information unless we have an acceptable reason to do so. The law says we must have at least one or more of the following reasons:

- To fulfil a contract we have with you, or
- When it is our legal duty, or
- When it is in our legitimate interest, or
- When we have your consent to

If “YourComms Ltd” has a business or commercial reason to use your information, this is known as ‘legitimate interest’ and if we need to rely on legitimate interest as the reason for using your data, we will tell you what that is.

Information we use;

To ensure we can provide you with a contract or service, we will process all or some of the personal information, please note that this is not an exhaustive list:

- Name
- Contact information including email address
- Information about your company and position
- Other information relevant to enquiries
- Transactional details
- Information identifying computers/devices used to connect to the internet, including your Internet Protocol (IP) address.

Our commitment to your data;

Our commitment to all our clients and prospects is:



- To keep your data confidential and secure
- Not to sell your data

Below is a list of all the ways that we may use your personal information, and specific reasons we rely on to use this information.

Use of your personal information:

- To manage your contract or service with us,
- To provide advice or guidance about our service or contract
- Fulfilling contracts
- Our legitimate interests
- Our legal duty
- To deliver our services
- To make and manage payments
- To collect and recover money that is owed to us
- To exercise our rights set out in agreements or contracts
- To manage how we work with other companies that provide services to you and our customers.

Where personal information is collected from;

We have identified the types of information we collect below:

- Personal Data, including contact Information about you, your business and where you live
- Transactional Payment and transactional history from your account
- Contractual Agreements of services we provide to you
- Technical Information from technical devices when connecting or using online services
- General communication and correspondence
- Contact preferences you have expressed

Your personal information may be shared with our franchisor the Sprint Group, if you have agreed to:

- A service or contract
- When you talk to us on the phone or at meetings
- When you use our website
- In emails and letters

Who we share your personal information with;



We will only share your personal data when the law allows us to. Most commonly, we use your personal data in the following circumstances:

- Where we need to perform the contract we are about to enter into or have entered into with you.
- Where it is necessary for our legitimate interests (or those of a third party) and your interests and the fundamental rights do not override those interests.
- Where we need to comply with a legal or regulatory obligation.

We may also share your information with consultants working for the Sprint Group or YourComms Ltd who have signed the appropriate company data protection policies.

Data Transfers Out of the EEA;

YourComms Ltd does not knowingly transfer your personal information outside of the EEA. If we are ever required to send your personal information outside of the EEA it would be for the following reasons:

- Comply with a legal duty
- To help run your accounts and services

How long we keep your personal information;

We will only keep your personal information for the duration of the contract, service or for the length of the warranty.

The service is considered a period of time during which we receive a payment for managing your contract which may be longer than the minimum contract term. If we receive a payment for your account but have not had contact with you, we will continue to hold your information until either we receive notification from you to delete the information, or payment from a supplier stops. Silence and inactivity does not apply when we are remunerated for a service. If your information is no longer required for those reasons, then we will delete it, unless required for legal, regulatory or technical reasons.

How to get a copy of your personal information;

If you have any enquires about your information, what we do with it, or believe any of the details held are inaccurate please contact us.

If you wish to complain about the way a we have handled your information, please contact us:

You can access the personal information we hold about you by writing to us at this address:

YourComms Ltd,
Unit 2, 212 Western Road,
Kilmarnock,
East Ayrshire,
KA3 1NJ

If you think your personal data is incorrect;

If for any reason you think we may hold incorrect information about you, you have the right to question and raise this with us.

Please contact us if you want to do this and we will take reasonable steps to check its accuracy and correct it.

Your rights to stop us using your personal information;

We may need to keep your data for legal or official reasons, but you can inform us if you think that we shouldn't be using it.

You can object to us using your data, or to have it deleted and removed if you think there is no reason for us to have it. This is now recognised as the 'right to object', the 'right to erasure' or the 'right to be forgotten'.

We can sometimes limit the use of your data and this will mean that your data will only be used for specific things like legal rights and legal reasons. In this case, we will not use or share your information in additional ways while it is restricted.

You have the right to ask for your personal data to be restricted if you think:

- It is not correct.
- If you think it has been used unlawfully, but you do not want it deleted.
- It is no longer relevant, but you want us to keep it for a legal claim.
- You are waiting for us to confirm if we can keep on using it, but you have already asked us to stop using your data.

If you want us to stop using your personal data for any of the above cases, please contact us.

How to withdraw your consent;

You have the right to withdraw your consent at any time, please contact us if you wish to do so. It may not always be possible to provide certain services to you if you do this, however we can confirm this with you.



How to make a complaint;

If you are unhappy or unsatisfied with why and how we have used your personal data, you can contact us by sending an email to hello@yourcomms.co.uk or by writing to us at the address below:

**YourComms Ltd
Unit 2, 212 Western Road,
Kilmarnock,
East Ayrshire,
KA3 1NJ**

If you are unhappy with our response, you can contact the office of the Information Commissioner – please see contact details below:

E: casework@ico.org.uk

T: 0303 123 1113

Website: <https://ico.org.uk/global/contact-us/>

Formats for sharing data;

From the 25 of May 2018, you have the right to obtain your personal information from us in a format that can be easily re-used, or ask us to pass on your personal information in this format to other organisations.

If you have any questions, or would like more details about how we use your personal information, you can call us on 0330 0021 021 or email us at hello@yourcomms.co.uk

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