

## Data Policy

This policy describes the information processed by SoftOffice Ltd in response to sales enquiries and customer support requests.

### I. What kinds of information do we collect?

Sales enquiries start with the customer, usually by email or telephone call so details we collect are:

- Organisation name , address
- Contact name, email, phone

The information is provided by the customers themselves as part of the normal sales enquiry to fulfilment process.

For Support issues we collect the above information as well as details of where the product is and details of the location, who to contact to gain access when onsite. These details are also provided by the customers themselves.

### II. How do we use this information?

The information collected help us to verify if the enquiry is genuine.

For support purposes, SoftOffice uses the information for support enquiries to verify the customer is genuine and entitled to support. The information may be used internally for anonymized management reports to monitor quality and service standards.

The sales enquiries, purchasing, fulfillment and support details are held on a secured database system that is not publicly accessible. For framework agreements or warranty purposes we would need to retain relevant details for the length of the agreement/warranty.

Emails are held as emails. Details of telephone calls may be captured in email and shared with the customer. For framework agreements or warranty purposes we would need to retain relevant emails for the length of the agreement/warranty.

### III. How is this information shared?

We do not share the information with any third parties. In the unlikely event a legal body makes a request we will review each case on its own merit. In cases where we are forced by legal authorities under UK law to share data we would be bound to comply with such requests.

#### **IV. How can I manage or delete information about me?**

Users may request what information we have about them via the SoftOffice website contact form. We will endeavor to respond within 30 working days but will require proof of identity.

Request for deletion of personal details must also be made via the SoftOffice website contact form. We will endeavor to respond to such requests with 30 working days, and will require proof of identity.

In both cases, the request will be declined if the proof of identity does not satisfy us.

#### **V. How to contact SoftOffice with questions**

Any questions regarding this policy or anything other matter in relations to SoftOffice and its products should be asked using the SoftOffice website contact page. We will endeavor to respond within 30 working days.

Date of Last Revision: 29<sup>th</sup> March 2021