

Voicepath Limited is committed to taking your privacy seriously and complying with the Data Protection Act of 1998 and GDPR 2018. This policy sets out the basis by which we collect, use and store information we receive from our clients.

Information we collect from you

Information you give us

- when requesting provision of services or materials
- we use data to respond to your inquiries about our services (lawful basis - consent) and provide our services to you (the lawful basis - contract)

What type of data we collect

- information may include contact's name, email address and telephone number as well as data provided for network requirements; floor plans, comms room plans or other technical information required to complete a quote. For this information we are the data controller.
- information will be collected in the course of fulfilling our contractual obligations and may include test data, as built plans, audit data, or serial numbers of installed equipment.

How we use the information we collect

- to carry our obligations arising from any contracts entered between you and us and to provide you with information about the products and services you request from us.

How we share your data

- with our employees responsible for engaging in the work under contract or processing paperwork related to the work under contract
- with our manufacturers to apply for warranties on your behalf
- where we are under a legal obligation to do so

Where we store your personal data

- We do not store data outside the European Economic Area
- Cloud servers holding our backup data are located within the UK and all data is encrypted

How we protect your data

- We maintain appropriate technical and organisational safeguards designed to protect our client's data against accidental, unlawful or unauthorised destruction. Loss access, disclosure or use

Disclosure of information to a successor firm

- We may transfer personal information to a successor company which acquires the infrastructure business carried on by Voicepath Ltd. If this happens, we will require the firm or company to which we transfer personal information to observe standards of data protection and privacy no less secure than those set out in this Statement.

Your right to access information we may hold

- You are entitled to request the information we hold about you and, if details are inaccurate, you may request that we amend them. You should do so by writing to us as Voicepath Ltd, 30 Chalks Road, Bristol BS5 9EP or by email to contactus@voicepath.co.uk

Time limits for holding data

- Data collected will be held for as long as we have a relationship. Technical data relating to provision of materials and services to your sites will be retained for seven years from installation.

6. Changes to this privacy policy

- We may occasionally make changes to this privacy policy. Following any changes, the date of the privacy policy will be updated. If any change allows for the wider access to or sharing of data, such changes will only apply to data collected after the date of the updated privacy policy.