



General Data Protection Regulation (EU Regulation 2016/679) (the “GDPR”)

We completely understand that your privacy is very important to you and we are mindful of the importance of supporting our customers, suppliers and partners and we recognise that any and all personal data that we may collect is properly protected and in a way that is consistent with our obligations and your rights, according to the law.

### **How to contact us**

If you have any questions on our procedures or if you wish to enquire on the data we hold for you, please contact:

Dialect Telecom Ltd, Whitworth Chambers, George Row, Northampton, NN1 1DF

Tel: 01604 212258 Helen Ryan (Data Protection Officer)

Email: [Helen.ryan@dialecttelecom.com](mailto:Helen.ryan@dialecttelecom.com)

Website: [www.dialectdirect.co.uk](http://www.dialectdirect.co.uk)

This Privacy Policy explains how we use, collect, hold and process your personal data. When we refer to personal data, this is defined by the General Data Protection Regulation (EU Regulation 2016/679) (the “GDPR”) as ‘any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier’. For this purpose, personal data is any information about you that enables you to be identified. By personal data we mean your name and contact details, and also any account numbers, electronic location data and other identifiers. Your data will only be used within the UK.

The personal data that we use is set out below. Your Rights, under GDPR, are as follows, which we will work to follow:

- The right to be informed regarding our collection and use of your personal data, which is set out in the Privacy Policy and available by contacting us, should you require any further information.
- You have the right to know the data we hold about you and again you can contact us for further information
- You have the right to correct any information we hold, if it is incorrect, incomplete or inaccurate
- You have the right to request that we delete/dispose/restrict/prevent any of your personal data that we hold for you (unless of course you are a current customer/business partner/supplier and we are providing/receiving a service to/from you)

The following personal data is what we may collect from you (some or all):

- Name
- Address
- Telephone numbers
- Email address
- Job Title
- Profession
- Employee Payroll Number
- NI Number
- Tax Code
- Business name
- IP Address
- Payment information
- Call Data Records
- Call Recordings

We may use your personal data in the following ways, which will be in accordance with the GDPR guidelines and according to the law.

It may be necessary for us to use your personal data to carry out the duties and services that we provide to you, under the contract that we have with you.

We may need to contact you, using your personal data, via email, post or telephone. We may provide you with information via email, post or telephone.

We may need to send you an invoice, via email or post and may use your personal data for marketing purposes, via email, post or telephone, however this won't be spam and you have the option to opt out/unsubscribe.

We will only keep your personal data for the length of time that it is necessary to carry out the purpose that it was originally collected for. Where there is a fixed term contract or where there isn't a fixed contract, your data will be held for the duration of that contact or the term, until all services are ceased. We will, of course keep all records and financial information which we are legally obliged to do. For business partners and supplier agreements, personal data shall be held only until those agreements are ceased. We will, of course keep all records and financial information which we are legally obliged to do.

We take the security of your personal data very seriously and take the following steps, which aren't limited to secure passwords, encryption, internal policies and training to ensure all staff carry out their responsibilities, in line with GDPR.

We may need to share some or all of your data with third parties who we trust, in order for the following, which isn't limited to, the supply of your services, marketing, delivery, payment processing, legal bodies and the Government, if so required.

It may be necessary to change or update this Privacy Policy. You can see these updates on our website: [www.dialectdirect.co.uk](http://www.dialectdirect.co.uk)

If you have any cause for complaint about our use of your personal data, you have the right to lodge a complaint with the Information Commissioner's Office.