



# Privacy Policy

## Who are we?

S50 a business trading name of Sensus3 Ltd (hereinafter referred to as "Us" "We" "Our" "S50" "S50 Managed IT Services") and is an outsourced provider of Managed IT support services, consultancy, cloud computing solutions, SaaS, PaaS and IaaS, telecoms and related IT products.

For the purposes of applicable data protection legislation (including but not limited to the General Data Protection Regulation (Regulation (EU) 2016/679) (the "GDPR"), S50 is responsible for your (hereinafter referred to as "You" "Your" "Client" "Customer") personal data and we are located at Suite 8 Airport House, Purley Way, Croydon, Surrey CR0 0XZ.

## Why do we have a Privacy Policy?

We have developed this policy because we want you to feel confident about the privacy and security of your personal information. It describes how we collect, use and process your personal data, and how, in doing so, we comply with our legal obligations to you. Your privacy is important to us, and we are committed to protecting and safeguarding your data privacy rights.

When we refer to "personal information" in this privacy policy, we mean information, which identifies you as an individual, or is capable of doing so. Accordingly, we may hold and use data about you in your capacity as a business customer, as an individual acting on behalf of a business customer, or in any other capacity, for example, when you visit our websites.

Please read this privacy policy carefully. If you are visiting any of our websites or using any of our services, by continuing to do so, you indicate your agreement to our use of your personal information as set out in this privacy policy.

## What does this privacy policy cover?

This privacy policy only applies to how S50 deals with your personal information. It does not apply to any other company or to any other company's websites even if you access them through S50. If you disclose your personal information to other companies your information will be dealt with according to their privacy practices.



### **What personal information do we collect about you, and when do we collect it?**

We may ask you for information to enable us to provide a service to you and we collect this information by telephone, written correspondence including email and, or via our website. We may ask you for information including your name, private / business address, contact telephone numbers and email address. We may also ask you for other information that relates to the service you are using or ordering from us.

If you participate in any of our promotions, we may ask for information about you for the purposes of providing the service, product and, or promotion to you.

We may ask you from time to time about how you use the services we provide, what other services you would like us to provide in the future and, or feedback about services you currently receive from us.

We may collect information from you when visiting our website to help us to make improvements to the website and to the services we make available. For instance we may track how many visitors there are to our website, when they visited, for how long and to which areas of our website they went. We may share this information with our advertisers and to other companies which offer their goods or services on our website. It helps to show these organisations how effective our website is as sales channels for their products. You or any other individual cannot be identified from the information we share as the data is aggregated and anonymised.

We do not use this information to analyse your visits to any other websites or track any internet searches which you may make while on our website

### **What personal information do we collect about you from other companies and organisations?**

We may receive personal information about you from other companies and organisations (for example, for marketing purposes) and we rely on these third parties to obtain your consent for us to use this information.

Please note that when you order goods and services from S50 we may make enquiries about you for credit reference purposes. These enquires could include searching your records held by credit reference agencies. At all times where your information is disclosed to us we will protect it in accordance with this policy and keep it secure.



## **Do we share your personal information with anyone else?**

We sometimes use other companies to provide services to you or to provide services to us, which we resell to you. To enable them to do this, we may need to share your personal information with them. When we do so, these companies are required to act in accordance with the instructions we give them and they must meet the requirements of the Data Protection Act to keep the information secure.

We may share your personal information with other companies so that they can contact you with details of other products or services you may be interested in. We will only do this if you have agreed to this and where the companies agree to use your personal information for that purpose only. If you have agreed to receive information about products and services from another company and later decide not to, you will need to contact that company to let them know. You can also ask us not to continue to provide your personal information to any companies in future.

We may provide information, in response to properly made requests, for the purposes of the prevention and detection of crime, and the apprehension or prosecution of offenders and will do so in accordance with the Data Protection Act. We also provide information when required to do so by law, for example under a court order, or in response to properly made demands, under powers contained in legislation.

## **For how long does S50 keep personal information?**

The period of time that we keep information varies according to what the information is used for. In some cases, there are legal requirements to keep data for a minimum period. Unless there is a specific legal requirement for us to keep the information, we will retain it for no longer than is necessary for the purposes for which the data was collected or for which it is to be further processed.

## **How can you access, amend or take back the personal data that you have given to us?**

- Even if we already hold your personal data, you still have rights in relation to it. We will seek to deal with your request without undue delay, and in any event in accordance with the requirements of any applicable laws. Please note that we may keep a record of your communications to help us resolve any issues which you raise.
- Right to object: If we are using your data because we deem it necessary for our legitimate business interests to do so, and you do not agree, you have the right to object. We will respond to your request within 30 working days



- Right to withdraw consent: Where we have obtained your consent to process your personal data for certain activities (for example, for profiling your suitability for certain services or promotions), or consent to market to you, you may withdraw your consent at any time.
- Data Subject Access Requests (DSAR): You have the right to ask us to confirm what information we hold about you at any time, and you may ask us to modify, update or delete such information. At this point we may comply with your request, or additionally, do one of the following:
  1. We may ask you to verify your identity, or ask for more information about your request
  2. Where we are legally permitted to do so, we may decline your request, but we will explain why if we do so
- Right to erase: In certain situations (for example, where you believe we have processed your data unlawfully), you have the right to request us to "erase" your personal data. We will respond to your request within 30 working days (although we may be allowed to extend this period in certain cases) under certain limited conditions. If we do agree to your request, we will delete your data, but will generally assume that you would prefer us to keep a note of your name on our client contact database or accounting system, but noted that you would prefer not to be contacted. That way, we will minimise the chances of you being contacted in the future where your data is collected in unconnected circumstances. If you would prefer us not to do this, please let us know.
- Right of data portability: You have the right to transfer your data from us to another data controller. We will provide you with a copy in a commonly used machine-readable format.

If your interests or requirements change, you can unsubscribe from part or all of our marketing content (for example S50 newsletters and e-shots) by clicking the unsubscribe link in the email or replying with **Unsubscribe** in the email body or subject line.

#### **How can I find out what personal information S50 holds about me?**

If you want specific information please tell us and give us any relevant information to enable us to locate the information about you to speed up the process. We may be able to provide the specific information you want without you having to make a formal request.



You can make a formal request if you would like to know what personal information S50 holds about you. In this case, please put your request in writing and send it to us at Suite 8 Airport House, Purley Way, Croydon, Surrey CR0 0XZ or email [finance@s50.co.uk](mailto:finance@s50.co.uk).

### **How can I change the personal information S50 holds about me?**

If the information we hold about you is inaccurate, please contact us to let us know and we will make the necessary amendments and confirm that these have been made.

### **How do we protect your personal information?**

We take your security seriously and ensure the security of your personal information and the details of any transactions made. We take appropriate organisational and technical security measures to protect your data against unauthorised disclosure or processing. We use a secure server to store the information you give us when you register or make an order. Any personal data you send us online is securely encrypted and restricted by access controls.

### **How do you find out about changes to our privacy policy?**

We may change our privacy policy from time to time. Updated or new policies will be published on our web site <https://www.s50.co.uk>

### **Does the S50 privacy policy protect me when I use the S50 website?**

The S50 privacy policy also applies to information collected when you use our website. You do not have to register to access our website. However, if you provide information via the "contact us" or any of the interactive features on our Website, you indicate your consent to our use of your personal data in the manner described in this privacy policy.