Core to Cloud Customer Privacy Notice

**Our contact details**

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**The type of personal information we collect**

We currently collect and process the following information:

* Personal identifiers, contacts and characteristics (for example, name and contact details)
* Discussion notes from calls

**How we get the personal information and why we have it**

Most of the personal information we process is provided to us directly by your company for you to be our point of contact which will enable us to provide cyber security products and services to your company.

We use the information that you have given us in order to provide cyber security products and services

We may share organisational information with 3rd parties to enable us to quote you on products and services.

Under the UK General Data Protection Regulation (UK GDPR), the lawful basis we rely on for processing this information is:

**We have a contractual obligation to deliver cyber security products and services to your company.**

**How we store your personal information**

Your information is securely stored in our CRM (Salesforce) and with Office 365 emails. We keep contact details and call notes for the duration of the relationship between our two companies plus 2 years. We will then dispose your information by removing this from our CRM.

**Your data protection rights**

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your personal information.

**Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

**Your right to object to processing** - You have the the right to object to the processing of your personal information in certain circumstances.

**Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us using the details at the top of this document if you wish to make a request.

**How to complain**

If you have any concerns about our use of your personal information, you can make a complaint to us following the contact details at the top of this document.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO’s address:

Information Commissioner’s Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>