

# Privacy Policy

Please read the policy carefully as it applies to the services we provide you. It applies to our consumer, sole trader and partnership customers but doesn't apply to the information we hold about companies or organisations.

It also applies even if you're not one of our customers and you interact with us, such as by:

- using one of our products or services – paid for by someone else
- calling our helpdesk
- generally enquiring about our services

If you need to give us personal information about someone else in relation to our services, the privacy policy will also apply. If we need the permission of the other person to use that information, we'll ask you to check they are OK with this.

We want to make sure that any personal information we hold about you is up to date. If you think your personal information is inaccurate, you can ask us to correct or remove it at no charge to you. Please contact our data protection officer by emailing [dpo@fraction-servers.com](mailto:dpo@fraction-servers.com).

Under the Data Protection Act 1998, you have a right to know what personal information we hold about you. If you'd like a copy of the information you are entitled to please write

## What kinds of personal information do we collect and how do we use it?

We've explained the different ways we use your personal information below.

### To provide you with services

We'll use your personal information to provide you with services. This applies when you register for a service from us.

This means we'll:

- record details about the services you use or order from us
- send you service information messages (we'll send you messages to confirm your order and tell you about any changes that might affect your service, like when we have infrastructure work planned or need to fix something)
- update you on when we'll connect or install your services
- let you log in to the online customer portal
- charge you and make sure your payment reaches us.

We use the following to provide services and manage your account:

- Your contact details and other information to confirm your identity and your communications with us. This includes your name, address, phone number, email address, passwords and credentials (such as the security questions and answers we have on your account).
- Your payment and financial information.
- Your communications with us, including emails, webchats and phone calls.

We use this information to carry out our contract (or to prepare a contract) and provide services to you. If you don't give us the correct information or ask us to delete it, we might not be able to provide you with the service you ordered from us.

### **To run fraud prevention checks**

Before we provide you with a service, your personal information may be passed on to fraud prevention agencies to help prevent or detect fraud.

Details of the personal information that will be used include your name, address, contact details and IP address.

Fraud prevention agencies can hold your personal information for different periods of time, and if you are considered to pose a fraud or money laundering risk, your information can be held by us and the organisations we share it with for up to six years.

If you give us false or inaccurate information which we identify as fraudulent, we'll pass that on to fraud prevention agencies. We might also share it with law enforcement agencies, as may the agencies we have shared the information with.

If you tell us you're associated with someone else financially (for example, by marriage or civil partnership), we'll link your records together. You must make sure you have their agreement to share information about them.

If we, or fraud prevention agency decide that you are a credit, fraud or money laundering risk, we may refuse to provide the services or financing you have asked for, or we may stop providing existing services to you.

The fraud prevention agencies will keep a record of any fraud or money laundering risk and this may result in other organisations refusing to provide services or financing to you.

Whenever fraud prevention agencies transfer your personal information outside of the European Economic Area, they place contractual responsibilities on the organisation receiving it to protect your information to the standard required in the European Economic Area. They may also make the organisation receiving the information subscribe to 'international frameworks' aimed at sharing information securely.

## To collect debt

If you don't pay your bills, we might ask a debt recovery agency to collect what you owe. We'll give them information about you (such as your contact details) and your account (the amount of the debt) and may choose to sell the debt to another organisation to allow us to receive the amount due.

## To prevent and detect crime

We'll use your personal information to help prevent and detect crime and fraud. We'll also use it to prevent and detect criminal attacks on our network or against your equipment. We monitor traffic over our network and track malware and cyber-attacks.

To do that we use the following information, but only where strictly necessary.

- Your contact details and other information to confirm your identity and communications with us. This includes your name, address, phone number, email address, passwords and credentials (for example, security questions).
- Your payment and financial information.
- Information from fraud prevention agencies.
- Details of the services you've bought and how you use them.
- CCTV footage in and around our buildings.

We use this personal information because we have a legitimate interest in protecting our network and business from attacks and to prevent and detect crime and fraud. Doing this helps make sure our network works properly and helps protect you from attacks.

## To meet our legal and regulatory obligations

We might have to release personal information about you to meet our legal and regulatory obligations.

## To law enforcement agencies

Under investigatory powers legislation, we might have to share personal information about you to government and law enforcement agencies, such as the police, to help detect and stop crime, prosecute offenders and protect national security.

They might ask for the following details.

- Your contact details. This includes your name, address, phone number, email address, passwords and credentials (such as your security questions and answers) needed to confirm your identity and your communications with us.
- Your communications with us, such as calls, emails and webchats.
- Your payment and financial information.
- Details of the services you've bought and how you use them.

The balance between privacy and investigatory powers is challenging. We share your personal information when the law says we have to, but we have strong oversight of what we do and get expert advice to make sure we're doing the right thing to protect your right to privacy.

We'll also share personal information about you where we have to legally share it with another person. That might be when a law says we have to share that information or because of a court order.

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

We have strict security measures to protect your personal information. We check your identity when you get in touch with us, and we follow our security procedures and apply suitable technical measures, such as encryption, to protect your information.

### **How long do we keep your personal information?**

We'll keep:

- a copy of your bills for six years from the date of the bill
- your contact details on file while you're one of our customers, and for six years after
- details relating to any dispute for six years after it was closed

In other cases we'll store personal information for the periods needed for the purposes for which the information was collected or for which it is to be further processed. Sometimes we'll keep it for longer if we need to by law, otherwise we delete it.

### **Got a question about how we use your information?**

You can get in touch with our data protection officer by emailing [dpo@fractionservers.com](mailto:dpo@fractionservers.com) or by writing to the address below and mark it for their attention.

If you'd like any more details, or you have comments or questions about our privacy policy, write to us at:

Fraction Servers  
Unit 21 West Park  
211 Torrington Avenue  
Coventry  
CV4 9AP

If you want to make a complaint on how we have handled your personal information, please contact our data protection officer who will investigate the matter and report back to you. If you are still not satisfied after our response or believe we are not using your personal information in line with the law, you also have the right to complain to the data protection regulator in the country where you live or work. For the UK, that's the Information Commissioner – <https://ico.org.uk/>.