



Data Protection Privacy Notice

Activ Technology Ltd is committed to ensuring high level protection of any data (either personal or business) and will only use your personal information to administer your account and to provide the products and services you have requested from us. We will notify you if we need to share your details with third party networks and providers to enable us to meet your requirements.

This notice explains what personal data (information) we hold about you, how we collect it, and how we use and may share information during your contract and after it ends. We are required to notify you of this information under data protection legislation. Please ensure that you read this notice (sometimes referred to as a 'privacy notice') and any other similar notice we may provide to you from time to time when we collect or process personal information about you.

Please note if you assign an employee a mobile phone and register their name against the number on the network billing system for your records / reporting, you will need to obtain your employees consent to pass any personal details to the network, explain the reason why and that it will remain on the system until the mobile number is changed, handed back or employment has ended.

Who collects the information

We, Activ Technology Limited, collect, use and are responsible for certain personal information about you (as controllers or processors of that personal information).

About the information we collect and hold.

The table set out in the below schedule summarises the information we collect and hold, how and why we do so, how we use it and with whom it may be shared.

We may also need to share some of the categories of personal information set out in the attached with other parties, such as external contractors and our professional advisers and potential purchasers of some or all of our business or on a re-structuring. The recipient of the information will be bound by confidentiality obligations.

We seek to ensure that our information collection and processing is always proportionate. We will notify you of any changes to information we collect or to the purposes for which we collect and process it.

We may also use details to contact your company regarding company news, details of other offers and services we provide.

If you wish to remove consent, then please email info@helloactiv.co.uk.

Where information may be held

Information may be held at our offices and third-party agencies, service providers, representatives and agents as described in the attached schedule.

We have security measures in place to seek to ensure that there is appropriate security for information we hold.

How long we keep your information

We keep your information during and after your contract for no longer than is necessary for the purposes for which the personal information is processed.

Your rights to correct and access your information and to ask for it to be erased

Please contact Data Protection Officer (DPO) Claire Kennedy, if (in accordance with applicable law) you would like to correct or request access to information that we hold relating to you or if you have any questions about this notice.

You also have the right to ask our Data Protection Officer Claire Kennedy for some but not all the information we hold and process to be erased (the 'right to be forgotten') in certain circumstances. Our Data Protection Officer will provide you with further information about the right to be forgotten if you ask for it.

By Email: info@helloactiv.co.uk

In Writing: Activ Technology Ltd
Hadrian House
Balliol Business Park West
Newcastle upon Tyne
NE12 8EW
F.A.O. Claire Kennedy

Keeping your personal information secure

We have appropriate security measures in place to prevent personal information from being accidentally lost or used or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine business need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

Personal Data Collected	Collected from	Why we collect the information	How we may use and share the information	Retention Period
Name, email, mobile number,	You	To enter into/perform the service contract / credit check.	Information shared with the networks & approved suppliers to enter in to / perform the service contract. To contact your company regarding company news, details of offers and services we provide.	Up to 6 years after contract end (subject to network recommendations)
Date of Birth & Personal Address	You	To carry out credit checks which require a Director vet	Information shared with the networks & approved suppliers to enter in to / perform the service contract.	Do not retain past credit check.
IP Address	You	To enter perform the service contract	To enter into/perform the service contract	Duration of requested works / changes / repair.