



## Privacy Policy

### Your Privacy

We understand that your privacy is very important, and that the security of your personal information is paramount. This is why we are registered under the Data Protection Act in the United Kingdom and undertake due diligence to ensure correct and proper protection of your information.

When we refer to personal information, we mean information which could be used to identify you.

If you place an order with us or register for any services, we may ask you for information such as your name or business address including phone numbers and e-mail addresses.

We may also collect other relevant information about the products or services you are ordering. For example, we will require you to nominate a bank account for us to collect direct debits from on a monthly basis in order to collect monies owed for said products and/or services.

We may also monitor and record calls made to or by us in relation to customer services and support. This may be done from time to time in order to monitor the quality of service we provide as well as for training purposes.

We will also need to confirm your identity when you contact us, particularly when you require changes to be made to your account or you wish to confirm or check billing information.

We will need to use such personal information when provisioning broadband access. For example, if you require us to check broadband availability we will need to disclose your telephone number. The same applies for porting your existing number onto any of our VoIP solutions.

We will also need to use personal information in obtaining credit checks.

In order to provide the best possible service to our customers we may use other companies to carry out any necessary works to meet your requirements.

With this in mind, we may need to pass on personal information to these companies in order for them to carry out the necessary works. If we do this the relevant companies will also adhere to the rules of the Data Protection Act 1998 in order to ensure the necessary security and protection of any personal information they may hold about you.

We will also provide information when required to by law.