iContact

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iContact BPO Privacy Notice

This privacy notice tells you what to expect us to do with your personal information.

Contact details

For any enquiries, please use the email address below. To process requests related to your GDPR rights, we will require information that allows us to verify your identity.

gdpr@icontactbpo.com

What information we collect, use and why

We collect and process the following personal information to communicate with customers and to deliver services that are relevant and tailored to their specific needs.

Name

Company Name

Email

Cell phone Number

Rights of access, correction, erasure, and restriction

Our shared responsibility to keep your information up to date.
We are committed to keeping the personal information we hold about you accurate and up to date. To help us do this, it is your responsibility to notify us of any changes to your personal information during your working relationship with us.

Your rights in connection with personal information under certain circumstances, by law you have the right to:

- **Request access** to your personal information (commonly known as a "data subject access request"). This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it.
- **Request correction** of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.

- **Request erasure** of your personal information. This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal information where you have exercised your right to object to processing (see below).
- **Object to processing** of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal information for direct marketing purposes.
- **Request the restriction** of processing of your personal information. This enables you to ask us to suspend the processing of personal information about you, for example if you want us to establish its accuracy or the reason for processing it.
- **Request the transfer** of your personal information to another party.
- **Automated individual decision-making** - you will have the right not to be subject to a decision based solely on automated processing, including profiling, where such decisions produce legal effects concerning you or otherwise significantly affect you.

We will comply with data protection law. This says that the personal information we hold about you must be:

1. Used lawfully, fairly and in a transparent way.
2. Collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes.
3. Relevant to the purposes we have told you about and limited only to those purposes.
4. Accurate and kept up to date.
5. Kept only as long as necessary for the purposes we have told you about.
6. Kept securely.

Where we get personal information from

This information is obtained directly from you through the Contact Us form available on our website.

How long we keep information

The Company discourages the retention of personal data for longer than required according to data retention policy.

In general, for clients/customers, electronic records containing information about individuals are kept indefinitely and information would typically include name and address function and other sundry information.

Who we share information with

The information remains within the environment

How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we have used your personal data after raising a complaint with us, you can also complain to the **Information Commissioner's Office (ICO).**

Helpline number: 0303 123 113

Website: https://ico.org.uk/make-a-complaint/