

1. Privacy Notice

All data protection related enquiries should be directed to Capita's Data Protection Officer. Please contact Capita at privacy@capita.co.uk to request the current DPO contact details.

Who are we?

Secure Solutions and Services (SS&S) is part of Capita Group Plc. We provide software consultancy, development and support services for organisations across the UK.

This Privacy Notice is intended for use with all SS&S public facing websites and in conjunction with our customer support applications and marketing functions which existing customers may be directed to from time to time.

If you submit your personal information through our websites or systems, you are giving your permission for it to be processed in the manner described within this Privacy Notice.

We recognise the importance of providing you with a clear description of the personal data we collect from you and how we use it, where we store it, for how long, whether we share your information with anyone else and the rights you have.

What is personal data?

'Personal data' is data that by itself, or in combination with other data may be used to readily identify, contact, or locate you, for example your name, address, email address, or phone number. Where your data has been anonymised, and does not specifically identify you, it is no longer considered personal data.

The processing of personal data is governed by 'The Data Protection Act 1998' and will be superseded on 25 May 2018 by 'The General Data Protection Regulation 2016/679 (GDPR)', these laws are referred to collectively in this Privacy Notice as 'data protection laws'.

How do we collect your personal data?

SS&S collects information from you when you visit our websites, if you enter personal data by completing online forms, or send us emails containing your personal data. Retention of your information is subject to our Data Retention Policy. For more information on our retention policy please contact us at privacy@capita.co.uk

We also collect website usage information using cookies and page tagging techniques, and from information entered, stored, sent, received or transmitted whilst operating subscription-services or applications that have been provided by SS&S for customer use.

Personal data submitted to us by phone is managed in accordance with this Privacy Notice and is subject to the same Data Retention Policy.

How do we process your personal data?

We do not and will not sell or rent your personal data, to anyone, for any reason. We use and disclose your personal data only for:

- processing orders
- managing and administering your account or accounts
- delivering products and services you have subscribed to
- providing information that you request
- responding to complaints or enquiries
- recovering debt
- authenticating your identity.

You may contact us at any time about your personal data, and:

- ask to be removed from marketing lists used by us for communicating with you
- update your information or
- advise us how you would like to receive information from us about our and/or third-party products and services.

To make any of these changes please e-mail us at privacy@capita.co.uk and include your request in the subject line of your email for example, 'Opt-out E-mail', 'Opt-out SMS', 'Opt-in post'.

We may disclose your personal data in good faith if we believe it to be necessary, for example, to conform to a legal requirement, to comply with a legal process, to protect/defend our rights or property, to enforce this Privacy Notice, or to protect the interests of our users.

We only request the minimum amount of information from you to enable us to effectively perform the activities required to provide our services. If you contact us by email please provide only the essential information required to be able to process your request.

We comply with current data protection laws by:

- keeping your personal data up to date on request
- storing and destroying personal data securely
- not collecting or retaining excessive amounts of data
- protecting personal data from loss, misuse, unauthorised access and disclosure and
- by ensuring that appropriate technical and organisational measures are in place to safeguard personal data.

Why we need your data.

We need specific details to fulfil our contractual obligations to you. If you are a customer of ours (or are acting on behalf of a customer) and contact us for support purposes either by telephone or email, our lawful basis for processing your data is based upon the fulfilment of these contractual obligations.

Where your personal data is submitted to us through our website, the lawful basis for any subsequent processing we do on your behalf is based upon legitimate interests. We will use your information in a manner which is consistent with the original purpose it was collected for. We collect and use personal information for our legitimate business purposes of communicating with you, to help with your enquiries and fulfilling your requests for services. However, if at any time you wish to stop receiving communications from us please send an email to privacy@capita.co.uk.

How long do we keep your personal data for?

We keep your personal data for no longer than is reasonably necessary. Personal data is subject to the Data Retention Policies of Capita. Periodic reviews are carried out to ensure that all information held remains relevant. For more detailed information on our Data Retention Policy contact us at privacy@capita.co.uk.

Your rights and your personal data

Unless subject to an exemption, you have the following rights with respect to your personal data:

- The right to request a copy of your personal data which we hold about you.
- The right to request that we correct any personal data if it is found to be inaccurate or out of date.
- The right to request your personal data is erased where it is no longer necessary for us to retain such data.
- The right to request that we provide data subjects with his/her personal data and where possible, to transmit that data directly to another data controller.
- The right, where there is a dispute in relation to the accuracy or processing of your personal data, to request a restriction is placed on further processing.
- The right to lodge a complaint with the Information Commissioner's Office.

For more information about your rights as a data subject or data protection laws please visit the Information Commissioner's website at ico.org.uk.

How can you access your personal information?

You have the right to access your personal information by submitting a Subject Access Request to us, to see what personal information we hold about you and how we are using it. You can ask for copies of this information and we will usually provide it free of charge and within one month of the date we receive your request (unless there are exceptional

circumstances when we may then charge a reasonable fee to cover administrative charges or advise you that we require longer to deal with your request).

Further processing

If we wish to use your personal data for a new purpose, not covered by this Privacy Notice, we will request your consent before doing so.

Cookies

This website does not use cookies.

Contact Details

Please contact us at privacy@capita.co.uk with any requests, queries or complaints.

If you would like to raise a Data Protection related complaint, you can contact the Information Commissioners Office on:

Tel: 0303 123 1113

Email: <https://ico.org.uk/global/contact-us/email/>

Address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Declaration

By submitting personal data to us, you are declaring that you have read and understood this Privacy Notice and that you acknowledge the lawful basis for processing your personal data for the stated purposes.

Please assist us in ensuring your personal data is kept accurate and up to date. Should your personal details change please inform us so that your records can be amended.

We regularly review our Privacy Notice, and where we consider significant changes have been made, we will endeavour to bring this to your attention.

Thank you.