

[Intelligent Communications Solutions Ltd] – Website Privacy Notice

Who we are?

This website is owned and operated by **[Intelligent Communications Solutions Ltd]**. References to "we", "our" or "us" in this privacy notice, means [ICS].

Purpose of this privacy notice

This privacy notice aims to give you information about how we process the personal data we collect about you or you provide to us when you visit our website www.icsgroup.org.uk.

We are committed to ensuring your privacy is protected and that we comply with data protection laws. For the purposes of data protection laws, we are what is known as the data '**controller**' of your personal data.

This privacy notice applies to users of our website and our website services.

Contact details

If you have any questions about this privacy notice or how we treat your personal data, please contact us at [\[01992 574 500 Or Info@icsgroup.org.uk \]](tel:01992574500).

Third-party links

Please be aware that our website may include links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy statements. When you leave our website, we encourage you to read the privacy notice of every website you visit.

How we use your Personal Data

In the table below, we have set out the different ways in which we use your personal data and the lawful basis we rely upon:

Category of Individuals	Purpose / Activity	What information is collected?	Lawful basis for processing
Website Visitors	<p>To administer and protect our business and our website (including troubleshooting, data analysis, testing, system maintenance, support, reporting and hosting of data)</p> <p>To deliver relevant website content to you</p> <p>To monitor use of our website and to use data analytics to improve our website, services and customer experiences</p>	<p>Technical data such as internet protocol (IP) address, your login data, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform, and other technology on the devices you use to access this website.</p> <p>Usage Data including information about how you use our website.</p>	<p>Necessary for our legitimate interests (for running our business, provision of administration and IT services, network security, to prevent fraud and in the context of a business reorganisation or group restructuring exercise)</p> <p>Necessary for our legitimate interests (to assess how website visitors use our services, to develop them, to grow our business)</p>
Individuals who contact us by email	To respond to enquires made through [our email addresses/ [Contact Us] page]	Name, email, and the information you provide in your email	Necessary for our legitimate interests in responding to your email.
Notify you about changes	We may contact you where necessary in order to update you about any changes to our business or information relating to our services that affects you, including updates to our website terms and privacy notice.	Name, email, job title, company, address.	<p>Necessary in our legitimate interests (to update you about our services)</p> <p>Necessary in order for us to comply with our legal duties.</p>

Who we share your personal data with?

We may share your personal data with the categories of third parties set out below:

- service providers who provide IT, administration and HR services to us;
- professional advisers including funders or potential funders, lawyers, bankers, auditors, tax advisers and insurers who provide consultancy, banking, legal, insurance, tax and accounting services;
- regulators and other public authorities who regulate our activities in the jurisdictions in which we operate;
- fraud prevention agencies and crime prevention agencies; and
- third parties to whom we sell, acquire, transfer or merge parts of our business or our assets;

We require all third parties to respect the security of your personal data and to treat it in accordance with the law. We do not allow our third-party service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions.

International Transfers

We shall not transfer your personal data outside of the UK. In the event we do, we will ensure it is done so in accordance with the relevant data protection legislation.

How do we keep your personal data secure?

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

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

How long will we retain your personal data?

We will only retain your personal data for as long as reasonably necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, regulatory, tax, accounting or reporting requirements.

We may retain your personal data for a longer period in the event of a complaint or if we reasonably believe there is a prospect of litigation in respect to our relationship with you.

What are your legal rights?

Under certain circumstances, you have rights under data protection laws in relation to your personal data:

- **The right to access personal data we hold about you:** You can contact us to request a copy of the data we hold about you, as well as why we process that data, who has access to it, and where we got it.

- **The right to correct, restrict and update the personal data we hold about you:** If the data we hold about you is out of date, incomplete or incorrect, please let us know and we will ensure that it is updated.
- **The right to have your personal data erased:** In some circumstances if you no longer wish us to process your data, you can request that we erase it. When we receive your request, we will confirm whether the data has been deleted, or tell you the reason why it cannot be deleted.
- **The right to object to processing of your personal data:** You have the right to request that we stop processing your data. Upon receiving the request, we will contact you to tell you if we are able to comply or if we have lawful grounds to continue, for example if the data is required to allow us to provide you with services or to comply with legal or regulatory obligations. If data is no longer processed, we may continue to hold your data to comply with your other rights.
- **The right to data portability:** You have the right to request that we transfer your data to another controller. Once we have received your request, we will comply where it is feasible to do so.
- **Automated decision making and profiling:** You have the right not to be subject to a decision based solely on an automated process, including profiling, which produces legal effects concerning you or similarly significantly affect you.
- **complain:** You have the right to make a complaint at any time to the ICO, the UK supervisory authority for data protection issues (www.ico.org.uk). We would, however, appreciate the chance to deal with your concerns before you approach the ICO, so please contact us in the first instance.

Cookies

For information about what cookies we use on this website, please visit our Cookie Policy at icsgroup.org.uk.

Updates to this privacy notice

We keep our privacy notice under regular review. We may update our website and this privacy notice from time to time in which case we shall update you.

Last updated: 19/02/2024