



**GARNET8 Limited.
Privacy Policy.**

GARNET8 Limited is committed to your privacy and security of your personal information. We (GARNET8 Limited) adhere to UK data protection legislation and the EU GDPR regulations.

GARNET8
making IT simple

Crown
Commercial
Service
Supplier

Terms and Definitions.

We: GARNET8 Limited.

You: The data subject.

EU: The European Union.

GDPR: General Data Protection Regulations, regards the processing of an individuals personal data by a processor (GARNET8 Limited). This comes under regulation (EU) 2016/679 of the European Parliament on 27th April 2016.

Process(or)(ing): Means operations preformed by GARNET8 on personal information collected by us on you. See the information collected for information about what information we collect.

Client Data: Data which GARNET8 is classed as the controller, this can be information collected through GARNET8 owned website and or services.

Cookie: One or more text file(s) placed stored on your computer when using different GARNET8 services and websites.

Cookie Law: The relevant parts of the privacy and electronic communications regulation 2003.

Service(s): Business operations managed by GARNET8, for example the GARNET8 Account Management system.

Data/Information: Content collected through forms, phone or other means of communication and usage of website and services owned and managed by GARNET8.

Data breach: Unauthorised disclosure, destruction, loss or alterations of your personal data, transmitted and stored under GDPR regulation.

Third Party: Companies/organisations that are registered within their own rights.

About GARNET8 Limited.

GARNET8 is a registered trademark of GARNET8 Limited. GARNET8 Limited is an England registered company, with company number "COMPANY NUMBER". GARNET8's registered address is Hillsons House, Hillsons Road, Bottings Industrial Estate, Botley, Southampton, Hampshire, SO30 2GE.

Your rights under GDPR.

You have the following rights under GDPR, right to:

- Be informed about the information collected and how we process your information.
- Update and information we have on you if it is incorrect.
- Access personal information we hold on you.
- Be forgotten, meaning we remove the data collected upon you from GARNET8's storage.
- Restrict information we process.
- Object to how we process your information.

To complain about the use of your information by GARNET8 Limited, please use GARNET8's contact information here. If we don't help with your complaint within a suitable time frame, you have the right to complain to the Information Commissioner's Office.

How and where we collect information.

We have a number of websites and services where we collect information. The information we collect through these website and/or services aren't resold or used by third parties. The information we collect is for the use of GARNET8 Limited.

The information collected is used for Marketing, Advertising, Monitoring, Service Improvement, Customer Support and other business processes.

Your continued use of our websites and/or services means you accept our "Privacy Policy", if you don't accept our privacy policy you should stop using our website and/or services immediately.

The information we collect upon you.

This will differ depending of GARNET8 website and/or service you are using. We use Cookies and other tracking technologies to support the collection of this information.

1. Cookie Identifier.
2. Company Name.
3. Company Details (Such as):
 1. Company Address.
 1. Building Name/Number.
 2. Road/Street.
 3. City.
 4. County.
 5. Postcode/Zip-code.
 6. Country,
 2. Company Phone Number.
 3. Company Fax Number.
4. Personal Information such as:
 1. Personal Email Address.
 2. Personal Job Title.
 3. Personal Mobile and/or Contact Number.
 4. Information about why you have contacted us and subsequent message/contact information/notes.
5. Details of referrer, such as (Search Engine, Social Media Post, etc).
6. Network/Telephony Provider.
7. IP Address, used to define a country of origin.
8. User Agent containing:
 1. Web Browser Type.
 2. Device Type.
9. Browser Language Settings.
10. List of URL and or Paths you visited and used within our websites and/or services.
11. Service Passwords.
12. Session tokens for login from third party services.
13. Integrated information from third party services.
14. Log details for usage of services and or products.

Our website contains links to third party organisations. We don't control the information they collect or how they process your personal information. You will need to read their privacy policies to understand how they use your personal information.

Our services use cookies to track usage across GARNET8's websites and services. These are outlined below within the table. Some cookies are strictly necessary for usage of GARNET8 services. This have a

strictly necessary value of “YES”.

The following cookies will be placed on your computer or device from GARNET8 Services and/or products.

Name	Necessary
__garnet8website	NO
__G8CC_accounts	YES
GR8CMSAdminCookie__	YES
GARNET8_Collaboration_Clouds_BI	YES
GARNET8_Collaboration_Clouds_BI_Admin	YES

You may restrict our use of cookies, but for cookies that are Strictly Necessary this will interrupt your user experience.

We will use your information within our account management, marketing, learning, user experience programs and visualisation technologies. We don't sell your information to third parties at any time.

You have the right to withdraw your consent at any time. The only time this consent will not be granted is if there is outstanding payment for usage of one of GARNET8 services, you've accepted terms and conditions on.

Within the case of outstanding payments or legal advice we will pass your details to legal entities to take action to claim outstanding funds. All personal information maybe transferred to the third party entity in this case.

We may be obliged to share your information with Legal or Government entities encase of breaches or being asked to supply information upon the data subject. We will comply with all law authorities and will notify you unless obliged by the authority and have the ability to contact you without alterations to our systems.

How your information is stored and who has access to it.

Your information is stored within:

- GARNET8's content management system.
- GARNET8's account management and invoicing systems.
- GARNET8's internal visualisation dashboard and information processing systems.
- GARNET8's file store on-premises or within Cloud infrastructure. When possible we will make use this is within the UK.

- Mail service managed by Zoho Mail.

Information maybe also stored in:

- Financial Control and Legal Advisory Services.

This systems are hosted within UK data centres or within GARNET8's on premises compute. We don't knowing transfer your information outside of the UK borders.

- Personal marketing information is stored for 2 years after last communication.
- Financial information is stored for 7 years, this is to comply with UK law.
- Personal and supplier information collected via GARNET8 services is stored for up to 3 years after last communication.
- We will try to anonymise information used beyond these times for GARNET8 performance, research and improvements.

Your information is accessible by:

- GARNET8's members of staff.
 - We protect you and log staff access to information and export of information from GARNET8 systems.
 - If a member of staff illegally accesses, exports or leaves GARNET8 with information processed and used by GARNET8, we will try to notify you via communication information held upon you. This communication will be via Email, if we don't have upto date email information we can't notify you of the breach.
 - We encrypt and ensure your information is kept confidential at rest.

Your information is used to:

- Personalise and tailor your experience within and across GARNET8 Websites and/or Services.
- Gather Feedback and analyse usage of GARNET8's website and/or services to improve/enhance your user experience.
- Gather information via surveys, forms for market research and business service/system development.
- You can us opt out or unsubscribe, but we will use your email and contact information collected above for marketing purposes. These maybe through our automated marketing funnels within our systems or by tailored campaigns.
- GARNET8 may have collected your information through legal systems such as purchasing mailing lists and or using email supplied where its lawful for others to use you email and contact information.

If a breach happens we will contact you about it. This means it is important to you and us for your information to be kept up to date.

Usage of our trademark under this data privacy policy.

GARNET8 is a registered trademark of GARNET8 Limited. The GARNET8 trademark is used on products and/or services created by GARNET8 Limited. This doesn't mean that GARNET8 is the processor or manager of these services and or products. GARNET8's privacy policy doesn't cover services and or products sold by GARNET8 through a subscription or other payment method. Your need to contact the data processor or manager of said services within these cases.

We don't accept responsibility for the management of your personal information in services and or products managed by third party organisations.

Encase of GARNET8 Limited expands or sells the entity or parts of the business entity.

We may transfer or collect your personal information to a new entity. Your information will only be used under the terms of the current policy you agreed to.

Contact GARNET8.

You can contact us through the contact us form on our websites and/or services. You can also contact us via email at hello@garnet8.co.uk with the subject "Privacy" or by post using the address: GARNET8 Limited, Hillsons House, Hillsons Road, Bottings Industrial Estate, Botley, Southampton, Hampshire, SO30 2GE, United Kingdom.

Changes to our policy.

We may from time to time update our policy. Basic information about the updates will be outlines here within the change log.