

Microtalk Europe Limited - Privacy Policy



Our contact details;

Microtalk Europe Limited
Riverbank House,
1 Putney Bridge Approach,
Putney,
London
SW6 3JD

0203 630 1100

hello@microtalk.co.uk

www.microtalk.co.uk

Privacy Notice last updated: 18/1/2024

The type of personal information we collect

We currently collect and process the following information:

- Name
- Company name [if applicable]
- Address [main and site, if applicable]
- Phone numbers
- Email address
- Communication records [emails and letters]

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- Engagement from interest in our products and services though phone, email and through our website
- Networking events
- Acquisitions

We also receive personal information indirectly, from the following sources in the following scenarios:

- Channel Partners for the purposes of contract/order fulfilment and credit checks

We use the information that you have given us in order to manage the relationship with the customer and Channel Partners, and for existing and prospective customers, promotion of products or services relevant to them.

We may share this information with Microtalk's billing platform provider, CRM provider and suppliers for the purpose of relationship management and order fulfilment

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting

hello@microtalk.co.uk

(b) We have a contractual obligation.

(c) We have a legal obligation.

Date: 18/01/2024

(e) We have a legitimate interest.

How we store your personal information

Your information is securely stored.

We keep personal information, as described above, for the duration of the customer or Channel Partner relationship and for a period of up to 7 years. We will then dispose your information by permanently deleting from our servers and 3rd party platforms [if applicable].

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at 0203 630 1100, hello@microtalk.co.uk or Microtalk Europe Limited, Riverbank House, 1 Putney Bridge Approach, Putney, London SW6 3JD, if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at hello@microtalk.co.uk

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>