

Envision Communications Group Limited - Privacy Policy

This Policy was last updated on 04/10/22

Thank you for visiting our privacy policy. Here, we want to let you know how important it is to us that we keep your personal information safe. This page will inform you of our policies regarding the collection, use and disclosure of Personal Information when you use our Service. It will explain your rights, and also how to complain should you need to.

As a headline point, we wanted to let you know - We will not use or share your information with anyone except as described in this Privacy Policy.

Data Controller

Envision Communications Group Limited (“us”, “we” or “our”) operate this website and is the controller responsible for your Personal Information.

Information Collection and Use

This may be data you give us whilst using our Service, and we may ask you to provide us with certain personally identifiable information that can be used to contact or identify you. Personally identifiable information (“Personal Information”) may include, but is not limited to:

- Name,
- Email address,
- Telephone number,
- Postal address.

Instances where you may provide this information to us may be, but not limited to:

- When you speak to our pre sales, sales, connections and customer services teams.
- When you use our service
- When you use our website
- When you respond to campaigns
- When you communicate to us in written form (letter and/or e-mails)

We will also obtain data from publicly available information and Third Parties, which may include but not limited to;

- Companies that have used our services that know you, and have passed us your details.

- Reputable Data suppliers
- Credit Reference Agencies.
- Companies House
- Available information in the public domain

Why do we use your information

We use your Personal Information for providing and improving the Service. By using the Service, you agree to the collection and use of information in accordance with this policy. Unless otherwise defined in this Privacy Policy, terms used in this Privacy Policy have the same meanings as in our Terms and Conditions, accessible at www.envision-comms.co.uk/terms. To be transparent is important, and we will use this information for fulfilling your contractual obligations, our legal duty, and for our legitimate interests.

Some examples in which we may use your information may include but are not limited to;

- Prospecting
- Providing a quote
- Providing a Service
- Conducting a credit check
- Marketing
- Offering alternative products or services that we supply
- Improving your service
- Managing your accounts

Storage of Personal Information

We will store your personal information and data for differing periods of time depending on what that data is. We will however only store your data for as long as is necessary to comply with any legal obligations we may have, and also to satisfy any legitimate interest we may have.

To comply with our legal obligations, we will hold our customers data for six years after they finish the contractual obligation. We hold your data securely, and when we have finished with it we dispose of it through confidential waste management methods.

Your Data Protection Rights

- Access – You have a right to access your data – ask us for a copy.

- Rectification – You have a right to correct information you think is inaccurate. You also have the right to ask us to complete information you feel is incomplete.
- Deletion – In certain circumstances, you may be able to ask us to delete your personal information.
- Restriction to processing - In certain circumstances, you have the right to ask us to restrict the processing of your information
- Objection of processing - In certain circumstances, you have the right to object to processing your information
- Portability – In certain circumstances, you have the right to ask us to transfer the personal information to another organisation, or to you.

Please get in contact with us should you wish to make a request;
help@envision-comms.co.uk

Right to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at Unit 16-17 Pearl House, Anson Court, Stafford Technology Park, Stafford, ST18 0GB. You can also complain to the ICO should you be unhappy with how we have used your data at Information Commissioners office, Wycliffe, House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

We would always welcome an opportunity to discuss something that you aren't happy with, so in the first instance we would always encourage you to use our help@envision-comms.co.uk e-mail address.

Website, Log Data and Cookies

We collect information that your browser sends whenever you visit our Service ("Log Data"). This Log Data may include information such as your computer's Internet Protocol ("IP") address, browser type, browser version, the pages of our Service that you visit, the time and date of your visit, the time spent on those pages and other statistics.

Cookies are files with small amount of data, which may include an anonymous unique identifier. Cookies are sent to your browser from a web site and stored on your computer's hard drive.

We use "cookies" to collect information. You can instruct your browser to refuse all cookies or to indicate when a cookie is being sent. However, if you do not accept cookies, you may not be able to use some portions of our Service.

Service Providers

We may employ third party companies and individuals to facilitate our Service, to provide the Service on our behalf, to perform Service-related services or to assist us in analysing how our Service is used.

These third parties have access to your Personal Information only to perform these tasks on our behalf and are obligated not to disclose or use it for any other purpose.

Security

The security of your Personal Information is important to us, but remember that no method of transmission over the Internet, or method of electronic storage is 100% secure. While we strive to use commercially acceptable means to protect your Personal Information, we cannot guarantee its absolute security.

Links To Other Sites

Our Service may contain links to other sites that are not operated by us. If you click on a third party link, you will be directed to that third party's site. We strongly advise you to review the Privacy Policy of every site you visit.

We have no control over, and assume no responsibility for the content, privacy policies or practices of any third party sites or services.

Children's Privacy

Our Service does not address anyone under the age of 18 ("Children").

Our website is not intended for use by children. We do not knowingly collect personally identifiable information from children under 18. If you are a parent or guardian and you are aware that your child has provided us with Personal Information, please contact us. If we discover that a child under 18 has provided us with Personal Information, we will delete such information from our servers immediately.

Changes To This Privacy Policy

We may update our Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on this page.

You are advised to review this Privacy Policy periodically for any changes. Changes to this Privacy Policy are effective when they are posted on this

page and the date in which the Privacy Policy has been amended will be clearly posted at the top of the page.

Contact Us

If you have any questions about this Privacy Policy, please contact us.

Envision Communications Group Limited

Address: Unit 16-17 Pearl House, Anson Court, Staffordshire Technology Park, Stafford, ST18 0GB.

Main phone number: 03300 56 22 44

E-mail: help@envision-comms.co.uk