



Excel Voice & Data Limited is part of the Excel Communications Group which includes Excel Voice & Data Limited, Excel Connect Solutions Limited and CareComms Limited. This privacy policy will explain how our organisation uses the personal data we collect from you when you use our website.

Topics:

- What data do we collect?
- How do we collect your data?
- How will we use your data?
- How do we store your data?
- Marketing
- What are your data protection rights?
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- What types of cookies do we use?
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What data do we collect?

Excel Voice & Data Limited collects the following data:

- Personal identification information (Name, email address, phone number, etc.)

How do we collect your data?

You directly provide Excel Voice & Data Limited with most of the data we collect. We collect data and process data when you:

- Register online or place an order for any of our products or services.
- Voluntarily complete a customer survey or provide feedback on any of our message boards or via email.
- Use or view our website via your browser's cookies.

How will we use your data?

Excel Voice & Data Limited collects your data so that we can:

- Process your order, manage your account.
- Email you with special offers on other products and services we think you might like.

Excel Voice & Data Limited will not share your data with our partner companies so that they may offer you their products and services.

When Excel Voice & Data Limited processes your order, it may send your data to, and also use the resulting information from, credit reference agencies to prevent fraudulent purchases.

How do we store your data?

Excel Voice & Data Limited securely stores your data at [enter the location and describe security precautions taken].

Excel Voice & Data Limited will keep your information for the term of the contract and for 3 years after. Once this time period has expired, we will delete your data via our automated CRM data wipe policy.



Marketing

Excel Voice & Data Limited would like to send you information about products and services of ours that we think you might like.

If you have agreed to receive marketing, you may always opt-out later.

You have the right at any time to stop Excel Voice & Data Limited from contacting you for marketing purposes or giving your data to other members of the Excel Voice & Data Limited Group.

If you no longer wish to be contacted for marketing purposes, please email support@excel-comms.co.uk

What are your data protection rights?

Excel Voice & Data Limited would like to make sure you are fully aware of all your data protection rights. Every user is entitled to the following:

The right to access - You have the right to request Excel Voice & Data Limited for copies of your personal data. We may charge you a small fee for this service.

The right to rectification - You have the right to request that Excel Voice & Data Limited correct any information you believe is inaccurate. You also have the right to request Excel Voice & Data Limited to complete information you believe is incomplete.

The right to erasure — You have the right to request that Excel Voice & Data Limited erase your personal data, under certain conditions.

The right to restrict processing - You have the right to request that Excel Voice & Data Limited restrict the processing of your personal data, under certain conditions.

The right to object to processing - You have the right to object to Excel Voice & Data Limited's processing of your personal data, under certain conditions.

The right to data portability - You have the right to request that Excel Voice & Data Limited transfer the data that we have collected to another organization, or directly to you, under certain conditions.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us at our email:

Call us on 03333 660 770

Or write to us: Excel Voice & Data Limited, 56 – 60 Woodside Business Park, Shore Road, Birkenhead, Wirral CH41 1EL.

What are cookies?

Cookies are text files placed on your computer to collect standard Internet log information and visitor behaviour information. When you visit our websites, we may collect information from you automatically through cookies or similar technology.

For further information, visit allaboutcookies.org.



How do we use cookies?

Excel Voice & Data Limited uses cookies in a range of ways to improve your experience on our website, including:

- Keeping you signed in
- Understanding how you use our website

What types of cookies do we use?

There are several different types of cookies, however, our website uses:

- **Functionality** — Excel Voice & Data Limited uses these cookies so that we recognize you on our website and remember your previously selected preferences. These could include what language you prefer and location you are in. A mix of first-party and third-party cookies are used.
- **Advertising** — Excel Voice & Data Limited uses these cookies to collect information about your visit to our website, the content you viewed, the links you followed and information about your browser, device, and your IP address. Excel Voice & Data Limited sometimes shares some limited aspects of this data with third parties for advertising purposes. We may also share online data collected through cookies with our advertising partners. This means that when you visit another website, you may be shown advertising based on your browsing patterns on our website.

How to manage cookies

You can set your browser not to accept cookies, and the above website tells you how to remove cookies from your browser. However, in a few cases, some of our website features may not function as a result.

Privacy policies of other websites

The Excel Voice & Data Limited website contains links to other websites. Our privacy policy applies only to our website, so if you click on a link to another website, you should read their privacy policy.

Changes to our privacy policy

Excel Voice & Data Limited keeps its privacy policy under regular review and places any updates on this web page. This privacy policy was last updated on 9 November 2019.

How to contact us

If you have any questions about Excel Voice & Data Limited's privacy policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us.

Email us at: info@excel-comms.co.uk

Call us: 03333 660 770

Or write to us at: Excel Voice & Data Limited, 56 – 60 Woodside Business Park, Shore Road, Birkenhead, Wirral CH43 7ZU.

How to contact the appropriate authority

Should you wish to report a complaint or if you feel that Excel Voice & Data Limited has not addressed your concern in a satisfactory manner, you may contact the Information Commissioner's Office.

Telephone: 0303 123 1113