Acronyms Privacy Policy

Collection of Your Personal Data

Acronyms will only collect your personal data if it is volunteered to us by yourself or by your employer.

Your employer will only volunteer your personal data to us, in order for us to provide their business with contractually agreed products or services.

The personal data we hold on each person is limited to; Full Name, Work Email Address, Work Telephone Number, Marketing Preferences and as applicable to the products and services provided. login credentials and IP addresses.

Use of Your Personal Data

Acronyms will only use your data to; provide contractually agreed products or services, provide customer service, administer your account, provide cyber security warnings, manage job applications or respond to direct questions.

Acronyms will only contact you in relation to marketing activities (which are limited to the promotion of services, events and fundraising efforts) if we specifically request consent for that individual campaign.

Acronyms will only contact you in relation to sales purposes in answer to a specific request or with regards to the renewal of licences, software or warranties, related to your contractually provided products or services.

Lawful Bases for Data Processing

Prospect

A business that has requested Acronyms take specific steps before entering a contract. For example, hold a meeting about Acronyms' products or services.

Lawful Basis: Contract

Client

A business that has an active service contract with Acronyms or has purchased a product from Acronyms in the previous 12 months.

Lawful Basis: Contract

Former Client

A business that purchased an Acronyms product more than 12 months ago or formerly had an Acronyms service contract.

Lawful Basis: Legal Obligation

Financial records are kept for legal purposes. We will endeavour to use company information for invoices etc. as much as possible. However, if personal information has been used, we may need to keep such records to comply with financial regulations.

Lawful Basis: Legitimate Interests

Support Desk tickets are kept as proof of instruction. This proof helps in the event of disputes (why was this done?), future problem resolution (how was this set up?) or in the event of criminal activity investigation (we've had a cyber-attack and need to know 'X').

Supplier/Business Associate

A business that supplies Acronyms with products or services for resale or business services to aid Acronyms' business objectives.

Lawful Basis: Contract

3rd Party

A business that Acronyms would like to have a business relationship with.

Lawful Basis: Consent

If Acronyms would like to hold your data, but do you do not fall under another category, we will seek your consent.

Legitimate Interests

Support Desk Tickets of Former Clients

Acronyms store support tickets in relation to all former clients for a period of five years. These support tickets provide proof of instruction and are a record of what has been requested of Acronyms.

As mentioned under the lawful basis for former clients, this data is useful in the event of disputes, clarification, problem resolution and in the event of criminal activity.

Recorded Telephone Calls

Acronyms record all telephone calls and store these recordings for 12 months. These call recordings provide proof of instruction and are a record of what has been requested of Acronyms.

These recordings are useful in the event of disputes, clarification, problem resolution and in the event of criminal activity.

Right to be Forgotten

Acronyms respect your right to be forgotten and will make all reasonable efforts to ensure your right to erasure and to objection are protected.

In some instances, Acronyms may have a lawful basis or legal reason for processing your data, which will limit us in our ability to fulfil your right to be forgotten. In such circumstances we will work closely with you and where necessary your employer to ensure that the use of your data is a limited or where possible, deleted.

Automated Decision Making

Acronyms use no automated decision-making processes.

Questions, Concerns and Complaints

If you have any questions, concerns or complaints please contact our Data Protection Officer in the first instance. They can be emailed via dpo@acronyms-it.co.uk. Alternatively, further contact information can be found at the bottom of this page.

If you are not satisfied with our response/s, it is your right to raise your concerns with the Information Commissioner's Office. You can find contact information for the ICO here.

Contact Details

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