

Introduction

We understand that you are aware of and care about your own personal privacy interests, and we take that seriously. This Privacy Notice describes Intelligent Billing Technologies Ltd's ("Intelligent Technologies") policies and practices regarding its collection and use of your personal data and sets forth your privacy rights. We recognise that information privacy is an ongoing responsibility, and so we will from time to time update this Privacy Notice as we undertake new personal data practices or adopt new privacy policies.

Data Protection Compliance Officer

Intelligent Technologies is located in Basingstoke, in the United Kingdom. We are registered as Intelligent Billing Technologies Ltd with Companies House (Company registration number 12164657).

We are not statutorily required to appoint a Data Protection Officer. To facilitate any data privacy related queries, we have appointed an internal Data Protection Compliance Officer for you to contact if you have any questions or concerns about our personal data policies or practices. Intelligent Technologies' Data Protection Compliance Officer's name and contact information are as follows:

Simon Adams
Intelligent Billing Technologies Ltd
Viewpoint
Basing View
Basingstoke
RG21 4RG
Tel: +44(0) 1256 799812
Email: info@intelligentbilling.com

If you are concerned about an alleged breach of privacy law or any other regulation by us, please contact our Data Protection Compliance Manager who will ensure that your complaint is investigated.

If you are not satisfied with our handling of your queries or complaints on data protection, you can call the Information Commissioner's Office on 0303 123 1113.

The data we collect and process

- Client data
- Data about customers of our clients
- Visitors to our website
- Marketing data

Client data:

We collect personal information about our clients and customers to provide them with billing systems outsourcing services primarily in the areas of telecom and cloud consumption services.

We will hold the following information about clients:

- Name and contact information
- Personal information contained in business communications
- Transaction data including details about services you have purchased from us
- Usage data including information about how you use our product and services
- Marketing and Communications data including your preferences in receiving marketing material from us and your communication preferences.

How is your personal data collected?

You may give us your Identity, Contact and Financial Data by filling in forms or by corresponding with us by post, phone, email or otherwise. This includes personal data you provide when you:

- engage us to provide services;
- complete one of our enquiry forms; or
- provide us with feedback.

When and how we share information with others

Your information may be shared with:

1. Our external data centre (South West Communication) who provide data storage, processing, back-up and retrieval services
2. Sub-contractors or associates who are asked by Intelligent Technologies to deliver all or some of the services.

We do not sell personal information to anyone and only share it with third parties who are facilitating the delivery of our services and communications.

Data about customers of our clients

We process data provided to us by our clients who are the Data Controllers. This includes:

- Contact details of their customers - name, address, email address, phone numbers including mobile number
- Financial information - payment details, banking details and any other information provided by our clients to facilitate our services.

We process this data strictly on instructions of the Data Controllers who provide us with access to such data and abide by the privacy and security requirements as per the contractual arrangements with the Data Controllers. Intelligent Technologies does not keep a record of any customer data processed by it in the course of providing its services. We follow, and are fully committed to fulfil, our obligations as a Data Processor for data privacy, data security, and breach notifications.

Visitors to our Website

When you visit our website, we use third-party services to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to various parts of the website. The information is only processed in a way which does not identify anyone.

When you complete a contact form on our website or use the email for enquiries, we will use the information provided by you only for the purpose of providing you with an appropriate response.

Marketing Data

We hold name and contact details of individuals who have expressed interest in hearing from us about our services or have engaged with us for supply of our services in the past. All direct marketing activities to such individuals shall comply with relevant privacy and regulatory requirements.

Data subject rights

This Privacy Statement is intended to provide you with information about what personal data Intelligent Technologies collects about you and how it is used. If you have any questions, please contact us at info@intelligentbilling.com.

If you wish to confirm that Intelligent Technologies is processing your personal data, or to have access to the personal data we may have about you, please contact us at info@intelligentbilling.com.

You have a right to request correction of inaccurate information, deletion of information, and to instruct us to stop processing your information. We are obliged to honour such requests as per the regulatory requirements. If you'd like more information or would like to make such a request, please contact us at info@intelligentbilling.com.

Security of your information

To help protect the privacy of data and personally identifiable information you provide to us, we maintain physical, technical and administrative safeguards. We update and test our security technology on an ongoing basis.

We restrict access to your personal data to those employees who need to know that information to provide benefits or services to you. In addition, we train our employees about the importance of confidentiality and maintaining the privacy and security of your information. We commit to taking appropriate disciplinary measures to enforce our employees' privacy responsibilities.

Data storage and retention

Your personal data is stored by Intelligent Technologies on its servers, and on the servers of the cloud-services providers we engage, as well as in physical forms in our office and at backup and archival facilities. We retain data for the duration of the Client's business relationship with us and as per the regulatory, legal, or reporting requirements. For more information on where and how long your personal data is stored, and for more information on your rights of erasure and portability, please contact us at info@intelligentbilling.com.