



## Privacy notice

### How we use your information

This privacy notice tells you what to expect when the Berry Telecom Group Ltd collects personal information. It applies to information we collect about:

- visitors to our websites or social media channels;
- complainants and other individuals in relation to a data protection or freedom of information complaint or enquiry;
- people who use our services e.g. sign into an agreement to use our services or enquire about using our services.
- job applicants and current and former employees.

#### 1. Visitors to our website

When someone visits [www.berrytelecom.co.uk](http://www.berrytelecom.co.uk) we use a third-party service, Google Analytics, to collect standard internet log information and details of visitor behavior patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website.

If we do want to collect personally identifiable information through our website such as via a contact form, we will be up front about this. We will make it clear when we collect personal information and will explain what we intend to do with it. If we receive an enquiry via one of our website forms, we are able to track activity on our site leading up to the enquiry. We are also able to see 'last click' information about where this enquiry originated e.g. via a Google search or Adwords campaign or from another website. Details received via our contact forms are not captured outside of Berry Telecom's systems or shared with a third party.

Our website also uses a reverse IP look up application, this allows Berry to identify businesses that visit our website, this does not identify individuals. From time to time if these businesses are not CTPS or TPS registered, Berry will contact these businesses to offer assistance with their enquiry.

#### 1.1 Use of cookies by Berry Telecom Group Ltd

Like most websites, we use small text files called 'cookies' to help analyse how visitors use our website and to improve our service. Accepting cookies from this site will enhance your experience.

When we provide services, we want to make them easy, useful and reliable. Where services are delivered on the internet, this sometimes involves placing small amounts of information on your device, for example, computer or mobile phone. These include small files known as cookies. They cannot be used to identify you personally.



These pieces of information are used to improve services for you through, for example:

- enabling a service to recognise your device so you don't have to give the same information several times during one task
- measuring how many people are using services, so they can be made easier to use and there's enough capacity to ensure they are fast

## **1.2 3rd Party Widgets**

Our site may use Facebook, Trust Pilot, YouTube, Olark, Google Analytics and other 3rd party widgets. These widgets may set cookies if you are already logged into these websites or have previously downloaded cookies set by these sites. This privacy policy does not cover the behavior of these widgets.

## **1.3 People who use our Live Chat service**

Our Live Chat feature is provided by Olark Live Chat, this helps us to answer enquiries in real time. If you use the Live Chat service we will collect the contents on the chat transcript which may include your name and email address if you have provided them. You can request a transcript of your Live Chat session if you provide your email address at the end of your session.

## **1.4 Links to other websites**

Any links on our site to other sites were chosen carefully when the link was created. As time goes on it is possible that those sites may change ownership and hence the content on them. A link on our site does not necessarily represent an endorsement of the content on those sites. We encourage you to read the privacy statements on the other websites you visit.

## **1.5 Information we collect**

The information we collect usually includes the following:

- Name
- Business name and job title
- Contact information including email address, telephone numbers, address and postcode
- The nature/content of your enquiry

Generally, this information is collected via user forms on our website and is sent to [info@berrytelecom.co.uk](mailto:info@berrytelecom.co.uk) or [quotes@berrytelecom.co.uk](mailto:quotes@berrytelecom.co.uk) or [careers@berrytelecom.co.uk](mailto:careers@berrytelecom.co.uk), for reporting purposes it is also stored on our website database which is password protected with restricted access.



## **1.6 What we do with the information we collect**

For information collected via the website, we will use this to contact you usually by telephone and sometimes by email. Your enquiry which may contain your contact details will be kept on file for a period of two years for reporting purposes. If you subsequently become a Berry customer or employee your personal details will be stored within our retrospective databases for the duration of the contract and for specified periods after the relationship has ended.

We do not use the information collected other than for contacting the person about their immediate enquiry. We do not use this information for future promotions unless the enquirer becomes a customer or employee and then we would only contact them with information relating to that specific relationship.

Any information collected will never be sold or shared with a 3rd party and is collected only for use by Berry Telecom Group Ltd.

## **1.7 Security**

Web forms are sent via Hypertext Transfer Protocol for Secure Communication (HTTPS) over Secure Socket Layer (SSL) technology, therefore information sent to and from our website is encrypted.

## **1.8 Controlling your information**

On website forms where we intend to collect email addresses in order to send offers or other marketing messages, we will provide an opt out box.

If you want to check whether we have your information or not, in order to add or remove your details, contact us at [info@berrytelecom.co.uk](mailto:info@berrytelecom.co.uk).

## **2. Comparison Website**

We use a third-party comparison website called Expert Market which is used by internet users searching for phone system quotes. Expert Market provide Berry with the contact details of those that have requested quotes for a phone system via email. These contact details include names, addresses and email addresses and Berry will store these for 2 years. If the enquirer wishes to proceed with a sales consultation, Berry will store their contact details within its own internal system. We do not share your details with anyone else or transfer your details to any third party.

## **3. Business to Business Telephone Marketing**

We use information from a third-party data provider, in which marketing consent is collected at source. We do not purchase data that is CTPS and TPS registered in accordance with the Privacy and Electronic Communication Regulations.



All our calls are recorded for training and monitoring service levels and are stored for a period of 3 years, the recipient of the call may request that the call not be recorded at any stage. Upon receiving a request to delete a call recording, Berry will ensure that these are deleted within 28 days.

If you agree to a visit from our sales executive to receive a quotation from us we will keep your contact details and information used to collate a quotation for a period of two, after which your information will be deleted from our records unless you subsequently become a customer.

#### **4. People who contact us via social media**

If you send us a private or direct message via social media the message will be stored within the social media platform. These messages have restricted access and will not be shared with any other organisations.

#### **5. People who call us**

When you call Berry Telecom we collect Calling Line Identification (CLI) information. We use this information to help ensure we're providing the best possible service to our customers and that we're meeting our service level agreements.

All our calls are recorded for training and monitoring purposes and are stored for a period of 3 years. Upon calling Berry, all callers will be advised that the call will be recorded, the caller may request that the call not be recorded at any stage. Upon receiving a request to delete a call recording, Berry will ensure that these are deleted within 28 days.

#### **6. People who email us**

Berry's email system is secured using SSL (SHA256RSA) and supports TLS 1.0 / 1.1 / 1.2 on inbound and outbound SMTP Connections.

We will also monitor any emails sent to us, including file attachments, for viruses or malicious software. Please be aware that you have a responsibility to ensure that any email you send is within the bounds of the law

#### **7. People who make a complaint to us**

When we receive a complaint from a person we make up a file containing the details of the complaint. This normally contains the identity of the complainant and any other individuals involved in the complaint. We will only use the personal information we collect to process the complaint and to check on the level of service we provide.

We will keep personal information contained in complaint files. This means that information relating to a complaint will be retained in line with our policy for three years after the customer file is closed. It will be retained in a secure environment and access to it will be restricted according to the 'need to know' principle.



Similarly, where enquiries are submitted to us we will only use the information supplied to us to deal with the enquiry and any subsequent issues and to check on the level of service we provide.

If you are contacted by us and are not TPS or CTPS registered and you wish to be taken off our database then please email [info@berrytelecom.co.uk](mailto:info@berrytelecom.co.uk) and your contact information will be removed from our database.

## **8. People who use our services**

When you are a customer we hold your company information in order to fulfil the agreement and service level agreements held in the contract. All network billing data is held securely and our billing software is encrypted.

We will hold company contact information, contracts, invoice history and any call recordings for a period of three years after you leave us after which all private information is deleted. Our telephone system is fully encrypted which means names and telephone numbers are stored securely.

## **9. Job applicants, current and former Berry Telecom employees**

Berry Telecom Group Ltd is the data controller for the information you provide during the recruitment and employment process unless otherwise stated. If you have any queries about the process or how we handle your information please contact us at [accounts@berrytelecom.co.uk](mailto:accounts@berrytelecom.co.uk).

### **9.1 What will we do with the information you provide to us?**

All of the information you provide during the recruitment process will only be used for the purpose of progressing your application, or to fulfil legal or regulatory requirements if necessary.

We will not share any of the information you provide during the recruitment process with any third parties for marketing purposes or store any of your information outside of the European Economic Area. The information you provide will be held securely by us and/or our data processors whether the information is in electronic or physical format.

We will use the contact details you provide to us to contact you to progress your application. We will use the other information you provide to assess your suitability for the role you have applied for.

### **9.2 What information do we ask for, and why?**

We do not collect more information than we need to fulfil our stated purposes and will not retain it for longer than is necessary.

The information we ask for is used to assess your suitability for employment. You don't have to provide what we ask for but it might affect your application if you don't.



### **9.3 Conditional offer**

If we make a conditional offer of employment we will ask you for information so that we can carry out pre-employment checks. You must successfully complete pre-employment checks to progress to a final offer. We are required to confirm the identity of our staff, their right to work in the United Kingdom and seek assurance as to their trustworthiness, integrity and reliability.

You will therefore be required to provide:

- Proof of your identity – you will be asked to attend our office with original documents, we will take copies.
- Proof of your qualifications – you will be asked to attend our office with original documents, we will take copies.
- We will contact your referees, using the details you provide in your application, directly to obtain references
- Driver's license and convictions if a company car is required for your role.

If we make a final offer, we will also ask you for the following:

- Bank details – to process salary payments
- Emergency contact details – so we know who to contact in case you have an emergency at work
- We will also ask you to complete a medical form so we are able to support you if necessary.

### **9.4 How long is the information retained for?**

If you are successful, the information you provide during the application process will be retained by us as part of your employee file for the duration of your employment plus 6 years following the end of your employment. This includes your records of any security checks and references.

If you are unsuccessful at any stage of the process, the information you have provided until that point will be retained for six months from the closure of the campaign.

Information generated throughout the assessment process, for example interview notes, is retained by us for six months following the closure of the campaign.

Equal opportunities information is retained for six months following the closure of the campaign whether you are successful or not.

## **10. Your rights**

Under the Data Protection Act 1998, you have rights as an individual which you can exercise in relation to the information we hold about you.

You can read more about these rights here – <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>



## **11. Access to personal information**

Berry Telecom Group Ltd tries to be as open as it can be in terms of giving people access to their personal information. Individuals can find out if we hold any personal information by making a 'subject access request' under the Data Protection Act 1998. If we do hold information about you we will:

- give you a description of it;
- tell you why we are holding it;
- tell you who it could be disclosed to; and
- let you have a copy of the information in an intelligible form.

To make a request to the Berry Telecom Group Ltd for any personal information we may hold you need to put the request in writing addressing it to our Data Controller or writing to the address provided below.

If you agree, we will try to deal with your request informally, for example by providing you with the specific information you need over the telephone.

If we do hold information about you, you can ask us to correct any mistakes by, once again, contacting us by the address below.

## **12. Changes to this privacy notice**

We keep our privacy notice under regular review. This privacy notice was last updated on 24<sup>th</sup> May 2018.

## **13. How to contact us**

If you want to request information about our privacy notice you can [info@berrytelecom.co.uk](mailto:info@berrytelecom.co.uk) or write to:

Berry Telecom Group Ltd  
Berry Group House  
Woodford Centre  
Salisbury  
Wiltshire  
SP4 6BU