



# Privacy Policy

Your privacy is important to us, this policy explains the personal data we process, how we process it and for what purposes

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## 1 Our contact details

**Name:** Inferno Communications Ltd

**Address:** 142 Bedford Road, Letchworth Garden City, SG6 4EA, GBR

**Phone number:** +44 3333 402040

**Email:** support@infernocomms.com

## 2 The type of personal information we collect

We currently collect and process the following information for customers:

- Customer contact information. This includes but is not limited to your contact name, organisation name, email address, postal or delivery address, phone number and fax number.
- Details of payments made to or by us. This may include contact information of the payee or account holder from whom payment was received.
- Access credentials (typically usernames and passwords) created by or provided to customers and other users in order to access our services.
- Server logs. These generally detail the service being accessed, date and time of the connection, the IP address used to connect to the service and the user associated with the action.
- A log of operations performed through our customer portal and other services.
- A copy of identity documents provided for identity validation purposes.

## 3 How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- You register to use our services.

- You contact us through one of our support or sales channels.
- You provide us with the information as part of a service we offer.

We use the information that you have provided us in order to provide the service that you have requested from us. We may share this information with 3<sup>rd</sup> parties where required to provide the services you request. Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

- Your consent. You may remove your consent at any time. You can do this by contacting us via our support channels.
- We have a contractual obligation. Some services we provide require that your details are shared with a 3<sup>rd</sup> party.

## 4 How we store your personal information

Your information is securely stored at an ISO27001 and SOC2 accredited datacentre.

Account contact information is retained for the duration of the account being open plus 10 years.

Financial records are retained indefinitely.

Account access information is retained for the duration of the account being open.

Server logs are typically retained for 30 days or less, however they may be stored up to 12 months.

Identity documents are retained for the duration of the account.

Correspondence may be held indefinitely at our discretion.

## 5 Who do we share your information with

We share your data with a number of third parties in order to supply you with services. These are our data processors. Our key data processors are:

### 5.1 Microsoft

We use Microsoft's Office 365 as third-party email provider to store emails you send us.

<https://privacy.microsoft.com/en-gb/privacystatement>

### 5.2 Zendesk

We use Zendesk's ticketing solution to store correspondence with our support.

<https://zendesk.co.uk/company/agreements-and-terms/privacy-notice>

### 5.3 Salesforce

We use Salesforce for our customer relationship management and marketing automation.

<https://salesforce.com/company/privacy>

### 5.4 Xero

We use Xero for managing our financial accounting.

<https://xero.com/uk/legal/privacy>

## 5.5 Yoti

We use Yoti for validating and collecting identity documents.

<https://yoti.com/privacy>

## 5.6 Google

Google collects information including IP addresses and information from cookies through our use of Google Analytics on our website. Google Analytics is used for tracking the number of visits that our different web pages receive. We use this information for analytical purposes only.

For further information regarding cookies, see below ('Cookies and similar technologies')

<https://google.com/policies/privacy/partners>

## 5.7 RIPE NCC

For certain services, we are required to provide proof of your identity to the RIPE NCC to verify your right to authorise changes to your personal information and allow them to perform due-diligence.

<https://ripe.net/about-us/legal/ripe-ncc-privacy-statement>

# 6 Your data protection rights

Under data protection law, you have rights including:

- Your right of access - You have the right to ask us for copies of your personal information.
- Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.
- Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.
- Your right to object to processing - You have the right to object to the processing of your personal information in certain circumstances.
- Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us through our support channels if you wish to make a request.

# 7 How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us through our support channels.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address is Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF, GBR.

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>