

Privacy Policy

At Welcome Telecom, we're committed to protecting and respecting your privacy.

This policy explains when and why we collect personal information about people who visit our website, or contact us directly, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

We may change this policy from time to time so please check this page occasionally to ensure that you're happy with any changes. By using our website, you're agreeing to be bound by this policy.

Any questions regarding this policy and our privacy practices should be sent by email to info@welcometelecom.co.uk or by writing to Welcome Telecom Ltd, Unit 13, Salmon Springs Estate, Cheltenham Road, Stroud GL6 6NU. Alternatively, you can telephone 01453 704 820.

How do we collect information from you?

We obtain information about you when you use our website, call us or write to us, for example, when you contact us about products and services.

What type of information is collected from you?

The personal information we collect might include your name, address, email address, IP address, and information regarding what pages are accessed and when. All data collected is done so for legitimate business reasons and is not classified as Personal Identifiable Information under GDPR.

How is your information used?

We may use your information to:

- process orders that you have submitted;
- to carry out our obligations arising from any contracts entered into by you and us;
- seek your views or comments on the services we provide;
- notify you of changes to our services;
- send you communications which you have requested and that may be of interest
- issue invoices and provide customer services

We review our retention periods for personal information on a regular basis. We are legally required to hold some types of information to fulfil our statutory obligations (for example the financial records). We will hold your personal information on our systems for as long as is necessary for the relevant activity, or as long as is set out in any relevant contract you hold with us.



Who has access to your information?

We will not sell or rent your information to third parties.

We will not share your information with third parties for marketing purposes.

Third Party Product Providers we work in association with: We work closely with various third party product providers to bring you a range of quality and reliable products and services designed to meet the needs of our customers. When you enquire about or purchase one or more of these products, the relevant third party product provider will use your details to provide you with information and carry out their obligations arising from any contracts you have entered into with us.

We may transfer your personal information to a third party as part of a sale of some or all of our business and assets to any third party or as part of any business restructuring or reorganisation, or if we're under a duty to disclose or share your personal data in order to comply with any legal obligation or to enforce or apply our terms of use or to protect the rights, property or safety of our supporters and customers. However, we will take steps with the aim of ensuring that your privacy rights continue to be protected.

How you can access and update your information

The accuracy of your information is important to us. If you change email address, or any of the other information we hold is inaccurate or out of date, please email us at: info@welcometelecom.co.uk or by writing to Welcome Telecom Ltd, Unit 13, Salmon Springs Estate, Cheltenham Road, Stroud GL6 6NU. Alternatively, you can telephone 01453 704 820.

You have the right to ask for a copy of the information Welcome Telecom Ltd hold about you.

Security precautions in place to protect the loss, misuse or alteration of your information

When you give us personal information, we take steps to ensure that it's treated securely.

Once we receive your information, we make our best effort to ensure its security on our systems. Where we have given (or where you have chosen) a password which enables you to access certain parts of our websites, you are responsible for keeping this password confidential. We ask you not to share your password with anyone.

Profiling

We do not analyse your personal information to create a profile for any reason.

Use of 'cookies'

Like many other websites, the Welcome Telecom Ltd website uses cookies. 'Cookies' are small pieces of information sent by an organisation to your computer and stored on your hard drive to



allow that website to recognise you when you visit. They collect statistical data about your browsing actions and patterns and do not identify you as an individual.

It is possible to switch off cookies by setting your browser preferences. For more information on how to switch off cookies on your computer, visit our full cookies policy. Turning cookies off may result in a loss of functionality when using our website.

Links to other websites

Our website may contain links to other websites run by other organisations. This privacy policy applies only to our website, so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our website.

In addition, if you linked to our website from a third party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third party site and recommend that you check the policy of that third party site.

Transferring your information outside of Europe

We do not transfer any personal customer information outside of the UK.

Review of this policy

We keep this policy under regular review. This policy was last updated in February 2018.