

# Colleague Software Limited

## Privacy Policy

08 July 2020

### How we will use and share your personal data

This notice explains how Colleague Software Limited, The Control Tower, Witchcraft Way, Rackheath, Norwich, Norfolk, NR13 6GA will collect, use or otherwise process the personal data we collect from you through our websites;

- ColleagueSoftware.com
- PumpRecruits.com

or which we collect from you in relation to hearing more from us. "Personal data" is information relating to you as a living, identifiable individual.

### What information may we hold about you

You can access most of the pages on our website without giving us your personal information. However, you may choose to provide us with your personal information (name, email address, mailing address, job title, place of employment, telephone number) on some pages of our websites, for instance by completing an enquiry form, requesting a publication, or expressing an interest. By submitting your personal information, you consent to our use of the information as set out in this privacy notice.

When you attend an event, you may choose to provide us with your personal information (name, email address, mailing address) and let us know what you are interested in receiving further information from us about. By doing so, you are giving us permission to enter your details into our systems on your behalf.

We may also generate personal data about you in connection with our work for you or in connection with marketing activity. Our marketing systems record information such as your contact details, your responses to invitations and interactions with us and with marketing emails (e.g. what events you attended, which marketing emails you have opened or what links you have accessed). They also record your preferences such as your preferred location, and of the products and services that you are interested in.

When you visit our website, our server will automatically record your IP address and the time and duration of your visit. We may use the information we collect about your interactions with our website to tailor our marketing communications to those areas that we consider are most likely to interest you ("profiling").

## Cookies

Cookies are small data files stored by your browser or on the hard drive of your computer if you agree. You may disable the use of cookies by activating the setting on your internet browser that allows you to refuse the setting of all or some cookies. However, if you use your browser settings to block all cookies (including essential cookies) you may not be able to access all or parts of our website or services. Essential cookies. These cookies are required to enable core site functionality so that you can move around the website and use its features. Without these cookies, services you may have asked for cannot be provided. This includes secure log-in. All cookies. These cookies allow us to analyse site usage so we can measure and improve performance. It also allows us to personalise your experience and track your usage.

## The purposes and legal basis for processing your personal data

The primary legal basis for processing your personal data is to provide you with information about our products and services which are of interest to you based on your stated preferences with your consent.

Processing of your personal data may be necessary for compliance with our obligations to third parties. This includes for example, other software vendors and our obligations to regulators (for example reporting data breaches to the Information Commissioner).

Further, processing may be necessary in pursuit of our legitimate interests. We have a legitimate interests:

In processing your personal data to measure and improve the performance of our websites in order to provide you with the best possible visitor experience in circumstances where your personal data is appropriately protected from misuse by technical measures, policies and procedures;

in the case of Business requestors of our products or services, and our clients, in establishing and maintaining a two-way enduring and mutually beneficial relationship with you and in the case of processing your data for marketing purposes, in marketing our services including providing information about our services which are or may be of interest to you.

You can update your preferences at any time by contacting us and we will be able to easily unsubscribe you from anything that you do not wish to receive.

## Who will see or use your data and who might we share it with

Any personal data collected via our websites or at an event will be seen by our sales and marketing team for the purposes of providing you with information about our services which are of interest to you based on your stated preferences with your consent or our legitimate interest as described above.

From time to time we may invite you to events that we run jointly with other organisations. If you register for such an event then we may share your contact details with that organisation.

We may from time to time use our agents or service providers to assist us in these activities. In these cases relevant personal data would be provided to and processed by the provider of such services, in accordance with the terms of our contract with them and to the extent appropriate for the performance of that contract.

We do not otherwise share your data for marketing purposes.

## Transfer of your data to other countries

In the course of carrying out the activities referred to above we may transfer your data to other countries, which may not have the same legal protections for your data as the UK.

Where data is being transferred outside of the European Economic Area, we will take steps to ensure that your data is adequately protected in accordance with UK legal requirements. Where we are in a contractual relationship with the recipient, such protection will normally consist at minimum of appropriate contractual protections agreed between us and the recipient.

## How long will we keep your data

As an active contact within our marketing system, we expect to retain your data for 5 years from the date that you last provided marketing consent.

If you unsubscribe from our marketing communications, your data may be kept longer (up to 15 years) on a suppression list to ensure that you do not receive any further communications in line with your wishes.

## Your rights over your data and queries on how we use your information

You have the right to request copies of the personal data we hold about you. If you wish to obtain a copy of your personal data, you may contact us by post at Data Protection Office, Colleague Software Limited, The Control Tower, Witchcraft Way, Rackheath, Norwich, Norfolk, NR13 6GA or by emailing [sales@colleaguesoftware.com](mailto:sales@colleaguesoftware.com)

You also have the right to ask for inaccuracies in your data to be corrected, and in certain circumstances for us to stop processing your data or for your data to be erased. Some of these rights are not automatic, and we reserve the right to discuss with you why we might not comply with a request from you to exercise them.

If you have any questions about this privacy notice, the practices of this web site or your dealings with this web site, please email [sales@colleaguesoftware.com](mailto:sales@colleaguesoftware.com)

If you believe that we have not complied with any of our obligations under data protection laws in the UK, please let us know. You have the right to lodge a complaint with the Information Commissioners Office [www.ico.org.uk](http://www.ico.org.uk)