

Tekton Billing Privacy Policy

Your Privacy is Important to us

This notice informs you how we (Zygo Communications Ltd t/a Tekton Billing) use the information you give us and how we protect your privacy. It also explains your rights under the UK Data Protection Act (update 2018) and the EU General Data Protection Regulations 2018. We abide by UK Law and our data protection regulator within the UK is the Information Commissioners Office (details below). Our licence number is ZA655358.

Please read this Privacy Policy in conjunction with the applicable Services Terms & Conditions and any other product or service terms of which you have been notified.

Collecting of and purpose for your information

We process personal information to enable us to provide billing services to our customers; to deliver products and services ordered by our customers; open and manage an account for services; for security and emergency service support; maintain our accounts and records; promote and advertise our services; for credit checking and fraud prevention; for product analysis and marketing; to support and manage our employees.

Your information may be used to introduce you to the services we offer, to help with ongoing administration, to contact you with any review or changes that are applicable, for our own business research and analysis.

Withholding of the required data may result in an insufficient service being provided.

We may obtain data from individual customers or from business customers.

We collect information directly from you when you are asked to provide personal details about yourself, including but not limited to:

- when you purchase products or services from us
- register to become a Zygo Communications Ltd (t/a Tekton Billing) customer
- submit enquiries to us or contact us
- use Zygo Communications Ltd (t/a Tekton Billing) products and services
- take part in market research
- when you terminate your account with us

We collect information indirectly from you when you use the Services, including but not limited to when you:

- visit or browse our websites
- use our systems
- call or contact (via email, letter, video chat or any other form of communication) our Customer, Sales, or Support teams, as well as the capture of additional information about these interactions e.g. information about the software you use

We collect information about you from other sources, including but not limited to:

- credit reference agencies
- fraud prevention agencies
- business directories and other commercially or publicly available sources

We collect such information as:

- your name/company name
- user names
- billing address
- company registered address
- telephone number
- your use of Zygo Communications t/a Tekton Billing products
- banking details for those customers who choose to pay by Direct Debit

Using your data

We may use and analyse information about you in order to:

- provide you with access to Services
- process your order
- supply Services and products that you have ordered
- contact you, if necessary
- verify that you are an authorised user for security purposes
- arrange for payment of goods or Services purchased
- inform you of any service related message or of any new Services or functionality
- assist us with crime and fraud prevention such as to check your identity
- assist you with any product or Services enquiries, including the investigation and resolution of service affecting issues and dealing with any billing queries you may have
- investigate any complaints or other enquiries that you submit to us
- enhance and personalise the products and Services that we offer you and to develop new products and services
- analyse markets and produce reports, perform research and statistical analysis and to monitor usage behaviour
- market our products and Services generally
- send information to you about our products and Services from time to time by phone, post, email, text, MMS, or other means (subject to any objection or preference you may indicate when submitting your details to us)
- debt tracing, debt recovery, credit management and crime, fraud and money laundering detection and prevention

Sharing your data

We may share your personal data with the following organisations:

- Business partners, suppliers and sub-contractors for the performance of any contract we enter into with them and who are involved in the delivery of providing products or services used or ordered by you
- We may verify your identity by searching publicly available records held by credit reference agencies
- To any relevant public authority or law enforcement agency

- Where required by law, regulation or legal proceedings
- Where you give us false or inaccurate information and we identify or suspect fraud
- In response to a valid, legally compliant request by a competent authority

We will not sell or share your information with any other third parties unless we have obtained additional consent from you.

Your rights regarding your data

- We will not hold your information for any longer than is necessary and as a maximum no longer than 5 years after you have terminated as a client of Zygo Communications Ltd (t/a Tekton Billing) unless there is a lawful basis for retention
- Should your data be inaccurate we will rectify this without delay
- Should you wish us to delete your data at any point, please contact the office as shown further below to make the request. This will be actioned unless there is a lawful basis for us to retain the information in which case you will be advised accordingly
- Should you wish to transfer your data to another organisation, please contact the office as below and we will organise this for you
- You can request access to your data at any time. We will provide you with a full copy within one month of your request
- You can withdraw consent to us holding and processing your information at any time. Please contact the office as below should you wish to do this
- We may provide you with updates and bulletins which are appropriate to your service on an ongoing basis – this will be explained to you if it is applicable. You can opt out of these should you wish to – contact us and advise us if you wish to

Security

Login and Password

You must not share your login or password for any account access or online portal access. Your passwords and the answers to any secret questions are your responsibility, and must not be disclosed to any third party. This is also important for your own protection.

Data Security Procedures

We have in place a full information security policy, business continuity and disaster recovery plans. We take data security very seriously and have in place we feel the most secure options available to store and transfer your data securely. We can provide details on request.

Our contact details

Should you wish to contact us in relation to any issues within this notice, please contact:

Harry McKeever (Data Protection Office)

T: 0203 972 3723

E: info@tektonbilling.com

Bourne House Business Centre,
475 Godstone Road,
Whyteleafe,
Surrey,
CR3 0BL

Your right to complain

Should you wish to make a complaint in relation to data protection issues relating to our firm, you can contact us as above or you can contact our regulator as follows:

The Information Commissioner's Office

Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Tel: 0303 123 1113 (local rate) or 01625 545 745 if you prefer to use a national rate number

www.ico.org.uk

Consent

We are required under the Regulations to obtain your consent to our collection, processing, sharing and holding of your personal data. Please ensure you have read this notice fully and accept all that it contains. If you have any queries, please contact us directly. Please contact us should you not be able to read or understand this notice sufficiently.