

Data Privacy Notice (client information)

Who we are

Based in Epsom Surrey since 1995, IntraLAN Group is the IT support and Telecommunications network partner of choice for thousands of UK businesses.

From the IntraLAN Network Operations Centre (NOC) in Epsom our team of engineers manage and monitor thousands of on- premise IT, network connections and phone system assets for our customers across the UK, thus providing essential Business Continuity (BC), Disaster Recovery (DR) security, remote back up, changes and updates support, along with ongoing friendly and informative advice on best practice.

Contact details of the company

IntraLAN Group Ltd
 Unit 12
 Epsom Business Park
 Kiln Lane
 Epsom, KT17 1JF
 Email: customerservices@intranlan.co.uk

Contact details of Data Protection Officer

If you have any questions or concerns regarding the information we hold on you, the use of your information or would like to discuss further, please contact our Data Protection Officer via privacy@intranlan.co.uk

Why we collect information (purpose of processing)

The processing of data and this privacy notice relates to all client information processed within IntraLAN Group:

Purpose	Legal Basis	Processing Special Categories of personal data
To provide clients with IT and Telecommunications Support as agreed via a service contract	6.1.b Processing is necessary for the performance of a contract to which the data subject is party or in order to take steps at the request of the data subject prior to entering into a contract	Not applicable – no special category information processed
To contact clients and potential clients of IntraLAN to provide updates on new services and technology	6.1.f Processing is necessary for the purposes of the legitimate interests pursued by the controller or by a third party, except where such interests are overridden by the interests or fundamental rights and freedoms of the data subject which require protection of personal data, in particular where the data subject is a child	Not applicable – no special category information processed

Legitimate Interests

IntraLAN send out marketing emails to potential business customers who may benefit or have an interest in IntraLAN's services. The potential clients are sourced via a 'consented' mailing list purchased from our marketing company Inspiredb2b.

The marketing campaigns allows IntraLAN to foster relationships with potential clients and keeping existing clients informed of our products and services. This enables us to grow our business and gain new clients and keep our existing clients up to date with our new services and/or products.

All of our email and telephone marketing is done in line with the Privacy Electronic Communications Regulations and the Data Protections laws within the UK. Our security processes have been certified via the Cyber Essentials scheme.

If you would like to see a copy of our LI Balancing Test please email privacy@intranlan.co.uk

How we collect information

We process information received from our clients or suppliers

These records may include:

- ! Basic business contact details, such as name, email address and contact number
- ! Individual residential addresses and contact names for company provided home assets
- ! Access to client's company information (including Personal Data) and records to manage the services we provide to our clients. For example: restoring information using back-up devices

Recipients of personal data

Sometimes we may need to share personal data such as contact information to third party Hardware and Software providers and suppliers in order to fulfil the contractual requirements of the services agreed. This could include telecommunications providers, hardware such as server purchases etc.

Details of transfers to third countries

IntraLAN do not transfer any personal information outside of the EEA. If these changes, affected data subjects will be notified and measures to protect the security of such data will be explained.

Retention period of your data

You can request a copy of our Retention Schedule via email from privacy@intranlan.co.uk.

We hold information on behalf of our clients and keep purchase and account information for a period of 7 years after the client relationship ends.

Your rights

Rights given under Data Protection	How to exercise your rights
The right to be informed	Read this Privacy policy about how we use and collect your information as one of our clients.
The right of access	Contact us via privacy@intranlan.co.uk and we shall respond to you within 30 calendars days of receipt of proper identification.
The right to rectification	If there are any changes or inaccuracies to the personal data, we hold for your business contact your Account Manager as per the contractual terms laid out within our service contract with you. The requests must come from an authorised person within your organisation.
The right of erasure	You have the right to request that we erase your personal data, where we were not entitled under the law to process it at that time, or the personal data is no longer necessary for the purpose it was collected. Contact privacy@intranlan.co.uk with your request.
The right to restrict processing	Contact us at privacy@intranlan.co.uk with the request.

Your right to complain

We try to meet the highest standards when collecting and using personal information. We encourage people to bring concerns to our attention and we take any complaints we receive very seriously. You can submit a complaint at any time by contacting us via email to privacy@intranlan.co.uk

You always have the right to complain to our supervisory authority. We are based in the UK and our Supervisory Authority is the UK Information Commissioners Office, and more information can be found here:

<https://ico.org.uk/concerns>

Or you can write to the ICO by using the address below:

Information Commissioner's Office
 Wycliffe House
 Water Lane
 Wilmslow
 Cheshire SK9 5AF