

Plator Ltd Privacy Policy

Our contact details

Company: Plator Ltd

Name: Data Protection Officer

Address: Unit 4 City Limits, Danehill, Reading, Berkshire, UK, RG6 4UP

Phone Number: +44 (0) 7876 478476

E-mail: dpo@plator.co.uk

Web: <https://www.plator.co.uk>

Last updated 6th March 2023

The type of personal information we collect

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics
- Your Name
- Physical Geographic Address
- Landline and/or Mobile number
- Email address
- Job title
- Company name
- Date of birth
- Billing and payment information (if applicable)
- Candidate information (for job applicants)

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:

- A request by you to subscribe or request and/or download our newsletters and/or publications (email, company, name, phone)
- Request to join our mailing list to be sent our newsletters (email, company, web address)
- Respond to Quick Surveys via on-line forms (email,
- Register for events and conferences (email, name, phone)
- Book a consultation via the on-line calendar request appointment (email, name)
- Contact us for further information (email links, contact forms)
- Contacting us regarding interest or use of product or service we offer (email, phone, IM, text, messaging information)
- Contracting us to deliver our product or services to you (billing information provided on POs and invoices, including bank details)
- Applying to work, or partner with Plator (submitting your Curriculum Vitae/Resume that likely contains personal & work history information)

We also may receive personal information indirectly, from the following sources in the following scenarios:

Other data collected that could directly or indirectly identify you maybe collected. Through the use of certain technology, our webhosting partner GoDaddy also obtains non-individualized, generic information about you when you visit our Web Site, including your IP address, browser type and language, access time and referring website.

Please refer to their Privacy Policy <https://www.godaddy.com/en-uk/legal/agreements/privacy-policy>

Project Data

We use the information that you have given us in order to provide some of our services (such as our Analyse services), we may need to process identifiable information (such as mobile or landline source and destination phone number, SIM, phone package, email, webpage, dwell time, duration, spend) in order to provide commercial recommendations how to generate cost savings.

Your end customer data (their name, contract information, their company etc.) may also be required to undertake our Analysis and provide suggestions for options to undertake.

We will define & agree specific project data under a separate privacy agreement

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent.

We will only undertake analysis on your data with your consent. *If you share data and information with us, we will deem this consent.*

You are able to remove your consent at any time. You can do this by contacting our Data Protection Officer **dpo@plator.co.uk**

(b) We have a contractual obligation.

If we have entered into a contract with you to engage and deliver our services, *information about any additional data that maybe collected will be detailed in a separate privacy document* as part of that contractual obligation.

If you wish withdraw your consent, or ask us to return or remove data shared with us, you can do so by contacting our Data Protection Officer **dpo@plator.co.uk**

(c) We have a legitimate interest.

In order for us to undertake initial assessments and to be able to engage with you as a business, we will need to store and process your contact information and reach out to you via various communication channels (email, phone, social media platforms).

If you have provided us with contact details via our website, or provided us with business card information, or contacted us via phone, or emailed us, we will deem this a providing us with consent to store your contact information, as is normal business practice.

If you wish withdraw your consent, or ask us to return or remove data shared with us, you can do so by contacting our Data Protection Officer [**dpo@plator.co.uk**](mailto:dpo@plator.co.uk)

We may also receive personal information indirectly, from the following sources in the following scenarios:

- Our website is powered by GoDaddy, who themselves indirectly can collect additional information when delivering their Services to you to ensure necessary and optimal performance. These methods of collection may not be as obvious to you, so we thought we'd highlight and explain a bit more about what these might be (as they vary from time to time). Cookies and similar technologies on our websites and mobile applications allow us to track your browsing behaviour, such as IP address, domains, links clicked, pages viewed, and items purchased.

Third Party Associates (Our chosen Affiliate network of experts)

We may share your information with our trusted affiliate network to assist with specialized analysis, or for us to leverage our network of industry experts to seek external views, however we will not pass personal information to third parties without your consent.

Third Party Website Links

Our website does include links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. *We do not share your project data provided to us by you with these 3rd parties (this section relates to website links and traffic only)*

We do not control these third-party websites and are not responsible for their privacy statements.

When you leave our website, we encourage you to read the privacy notice of every website you visit.

Currently (as of 6th March 2023) these are the external weblinks are used

- Federation of Small Business (<https://www.fsb.org.uk>)
- Linked In: [linkedin.com/in/phillunn](https://www.linkedin.com/in/phillunn)
- Twitter: <https://twitter.com/PlatorLtd>

Third Party Outsourced Services

As a small business, we outsource some of our services to third party business

These third parties may indirectly receive or store personal information.

Accountancy Services

Accountants process invoices on our behalf. These invoices likely contain personal data such as name, telephone details, company, bank details, payment terms, email, £charges, telephone and summary project details, required for legitimate processing

Their privacy policy can be found <https://www.accountantsinreading.co.uk/privacy>

Legal Services

Law firms process contracts, or policies on our behalf. These contracts or policies likely contain personal data such as name, telephone details, company, bank details, payment terms, email, £charges, telephone and detailed project, required for contractual obligations.

Their privacy policy can be found <https://thpsolicitors.co.uk/privacy-policy/>

IT Services

IT firms support our IT (hardware, software, cybersecurity). These IT companies may need to assist us with fixing IT issues and it is vaguely possible they will gain access to personal data such as name, telephone details, company, bank details, payment terms, email, £charges, telephone and detailed project, required for legitimate processing.

Apple Hardware privacy policy can be found here <https://www.apple.com/legal/privacy/en-ww/>

Lenova Hardware privacy policy can be found here <https://www.lenovo.com/gb/en/privacy/>

BitDefender Cyber Security privacy policy can be found here <https://www.bitdefender.co.uk/site/view/legal-privacy.html>

McAfee Cyber Security privacy policy can be found here <https://www.mcafee.com/en-gb/consumer-support/policy/legal.html>

How we store your personal information

Your information is securely stored.

We keep contact details in MS Outlook and Apple Contacts for an indefinite time period. We will dispose your information manual deletion of individual items, or mass deletion “select all” based on filtered searches.

We may keep emails, calendar entries and chat messages/files (Teams, Skype, Zoom) for an indefinite time period, however we also either use automated or manual email deletion after a period of time. We will dispose your information by manual deletion of individual items, or mass deletion “select all” based on filtered searches.

We may keep notes, notepads, for an indefinite time period, however we also either use automated or manual email deletion after a period of time. We will dispose your information by manual deletion of individual items, or mass deletion “select all” based on filtered searches.

We keep project files and project photographs (e.g. whiteboard photos) and data shared with us for around 6 years, depending on contractual terms agreed. This enables us to revisit your project with us at a future point in time. We will then dispose your information by deleting the information and files in our Apple iCloud or MS Onedrive Folders.

Tweets, Posts, Blogs, Vlogs will be indefinitely available, in line with those platforms retention policies, unless we are requested that specific content posted by Plator is modified or completely removed. We will endeavour, *within the limits of those platforms* to comply with reasonable requests.

The standard Third Party applications we regular use are:

Microsoft Office 365 Suite (such as Outlook, OneNote, Contacts, Calendars, Word, PowerPoint, Visio, Teams, Sharepoint, OneDrive, MS Forms, PowerBI, Access, MS Project, Microsoft Edge)

Their privacy policy can be found <https://privacy.microsoft.com/en-gb/privacystatement>

Apple Business Applications Suite (such as iCloudMail, Contacts, Calenders, iCloudDrive, Photos, Numbers, Pages, Keynote, Freeform, Imessage, Safari).

Their privacy policy can be found <https://www.apple.com/uk/legal/privacy/>

Google Suite incl You Tube (Google Chrome, gmail is possible but unlikely, as our professional email will be from <name>@plator.co.uk, google docs if clients prefer), GoogleMeet, You Tube - Our video media channel platform)

Their privacy policy can be found <https://policies.google.com/privacy>

GoDaddy Our website, domain name, email and forms are processed by GoDaddy

Their privacy policy can be found <https://www.godaddy.com/en-uk/legal/agreements/privacy-policy>

Federation Of Small Business – We are a paid member of the UK’s FSB

Their privacy policy can be found <https://www.fsb.org.uk/corporate-information/cookie-and-privacy-policy/privacy-policy.html>

Twitter – Our Social Media platform for Tweets

Their privacy policy can be found <https://twitter.com/en/privacy>

Linked In – Our Preferred Social Media platform

Their privacy policy can be found <https://www.linkedin.com/legal/privacy-policy>

We also occasionally use platforms such as

MIRO (For virtual whiteboarding, process mapping and brainstorming)

Their privacy policy is <https://miro.com/legal/privacy-policy/>

Trello (Atlassian) for virtual project management

Their privacy policy is <https://support.atlassian.com/trello/docs/privacy/>

Zoom – For video calls only (some chat/IM)

We tend to only use Zoom if requested by our clients. Our preferred Unified Comm platform is MS Teams

Their privacy policy is <https://explore.zoom.us/en/privacy/>

The list of applications we use will evolved and we will endeavor to keep the list updated. We may use other applications not listed here from time to time. Our IT policy is to use standard trusted digital suppliers wherever possible and by exception, other industry recognised applications.

Your data and correspondence will be either in transit, or stored on their servers. Whilst we can control and delete emails, files, folders etc., **we have no control over how your data is backed up or removed from their servers.**

It is your responsibility to satisfy yourselves if you are happy for use to use these standard media platforms and this list IS NOT the only information provided by these companies. You need to check all the current information how data is stored by these 3rd part suppliers.

These links are current as of 6th March 2023. If these weblinks change over time, we will endeavor to provide new links FOR INFORMATION ONLY. We take no responsibility for changes to 3rd party provider policies, nor for URL link changes, nor do we imply any legal obligation by providing these links out of courtesy only.

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 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 at dpo@plator.co.uk; Tel +44 (0) 7876 478476 and /or via post, marked “FAO Data Protection Officer”, Address: Unit 4 City Limits, Danehill, Reading, Berkshire, UK, RG6 4UP if you wish to make a request.

Limit of our liabilities

This document is for use with Plator Ltd only and it applies for that business only

Copying or re-producing information contained in here is expressly prohibited.

We cannot guarantee that information contained in here is correct and up-to-date, however, we will undertake periodic reviews and updates online

Any downloaded copy is purely for information only and will not be kept up to date. Please re-visit our website (www.plator.co.uk) for our latest privacy policy

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at dpo@plator.co.uk, cc to phil.lunn@plator.co.uk Tel +44 (0) 7876 478476 and /or via post, marked “FAO Data Protection Officer”, Address: Unit 4 City Limits, Danehill, Reading, Berkshire, UK, RG6 4UP.

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

The ICO’s address:

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

Helpline number: 0303 123 1113

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