



Telegent  
**Privacy  
Policy**



01.

## First things first

At Telegent, we recognise the responsibility to protect and respect your privacy and look after your personal data.

This Privacy Policy explains what personal data we collect, how we use your personal data, reasons we may need to disclose your personal data to others and how we store your personal data securely. For clarity, Telegent is the data controller for your personal data.

**Please note\*** that this policy is subject to change, so please check our website on a regular basis for any further changes.

**"We do not store credit card details nor do we share financial details with any 3rd parties"**

02.

## Who 'we' are

When we say 'we', 'us' or 'our' in this policy, we are referring to Quality Telecoms and IT who trade under the name of Telegent. Our head office is located at:

Telegent is a telecommunications supplier that offers Telephony Systems, Line Rental, Phone Calls, Broadband, Ethernet, EFM, Hosted Computing, Mobile Telephony & online services to Businesses in the UK.

03.

## The data we collect from you

We receive information about you when you use our website, complete any of our order forms, if you contact us by telephone, email, live-chat or otherwise in respect of any of our products and services we offer or during the purchase of any such product or service. Additionally, we also collect information from you when you sign up, enter a competition, promotion or customer survey or when you inform us of any other matter.

The personal data that we may collect from you includes your name, business name, title, address, email address, phone numbers, payment information and IP addresses for any Internet services we may provide you. We may also keep details of your visits to our website including, but not limited to traffic data, location data, weblogs and other communication data, we will go into more detail about this further on in this policy. We also retain records of your queries and correspondence, in the event you contact us.

04.

## How do we use this data?

We use information about you in the following ways:

- To process any orders that you wish to place with us;
- To provide you with our wide range of products and services;
- To comply with our contractual obligations, we have with you;
- To enable us to identify you and any accounts you hold with us;



- To enable us to review, develop and improve our products and services to you;
- To provide customer service, including responding to your requests if you contact us with a query or to report a fault;
- To administer accounts, process payments and keep track of billing and payments;
- To detect fraud and to make sure what you have told us is correct;
- To carry out marketing and statistical analysis;
- To review any job applications, we receive;
- To notify you about changes to our website and any services or products we offer;
- To provide you with information about products or services that you request from us or which we feel may interest you, where you have consented to be contacted for such purposes;
- To inform you of service and price changes.

## 05. Data retention

We will keep your personal data for the duration of the period you are a customer of Telegent. We shall retain your data only for as long as necessary in accordance with applicable laws.

On the closure of your account, we may keep your data for up to 7 years after you have cancelled your services with us. We may not be able to delete your data before this time due to our legal and/or accountancy obligations. We may also keep it for research or statistical purposes. We assure you that your personal data shall only be used for these purposes stated herein.

## 06. Third Parties

Just to make it clear, we do not and never will sell your personal data to third parties for marketing or advertising purposes.

We may pass your personal data to third parties for the provision of services on our behalf (for example processing your payment). However, we will only ever share information about you that is necessary to provide you with a working service. We work closely with a number of third parties (service suppliers, fraud protection & credit reference agencies) and we may receive information from them about you. Please request a copy of our 'Credit Reference and Fraud Prevention Agencies' document by emailing your request to [support@telegent.co.uk](mailto:support@telegent.co.uk) for more detail on this.

## 07. Your Rights

You have the right to object to our use of your personal data, or ask us to delete it, remove or stop processing it if there is no need for us to keep it. This is known as your right to erasure. There are legal and accountancy reasons why we will need to keep your data, but please contact us if you believe us to be retaining or using your personal data incorrectly.

In preventing the use or processing of your personal data, it may delay or prevent us from fulfilling our contractual obligations to you. It may also mean we are unable to provide our services to you or process the cancellation of your service.



You have the right to ask us not to process your personal data for marketing purposes. If you choose not to receive marketing communications from us about our products and services, you will have the choice to either opt in or out by ticking the relevant boxes situated on the pages on your sign-up documentation or by emailing [privacynotice@telegent.co.uk](mailto:privacynotice@telegent.co.uk) When emailing, we ask that you provide us with your V4 account number and customer name within the body of the email.

You also have the right of access to the personal information we hold on you. Please email your requests to [support@telegent.co.uk](mailto:support@telegent.co.uk)

08.

## Your Obligations

You must maintain the accuracy of your information and ensure all your details, including but not limited to, name, business name, title, address, phone number, e-mail address and payment details are kept up to date with us always. You must do this by notifying us of any changes to your details by contacting our customer services team on Telephone number: **0330 118 0949** or, (if you are a business customer) by writing to us on company headed paper; our address can be found at the beginning of this privacy policy or at the contact us section of our website.

09.

## Our Website

This website and its owners take a proactive approach to user privacy and ensure the necessary steps are taken to protect the privacy of its users throughout their visiting experience. This website complies to all UK national laws and requirements for user privacy.

This website uses cookies to better the users experience while visiting the website. Where applicable this website uses a cookie control system allowing the user on their first visit to the website to allow or disallow the use of cookies on their computer / device. This complies with recent legislation requirements for websites to obtain explicit consent from users before leaving behind or reading files such as cookies on a user's computer / device.

Cookies are small files saved to the user's computer's hard drive that track, save and store information about the user's interactions and usage of the website. This allows the website, through its server to provide the users with a tailored experience within this website. Users are advised that if they wish to deny the use and saving of cookies from this website on to their computers hard drive they should take necessary steps within their web browsers security settings to block all cookies from this website and its external serving vendors.

This website uses tracking software to monitor its visitors to better understand how they use it. This software is provided by Google Analytics which uses cookies to track visitor usage. The software will save a cookie to your computer's hard drive in order to track and monitor your engagement and usage of the website, but will not store, save or collect personal information. You can read Google's privacy policy here for further information <https://policies.google.com/privacy>

Other cookies may be stored to your computer's hard drive by external vendors when this website uses referral programs, sponsored links or adverts. Such cookies are used for conversion and referral tracking and typically expire after 30 days, though some may take longer. No personal information is stored, saved or collected.



## 10.

### External Links

Although this website only looks to include quality, safe and relevant external links, users are advised adopt a policy of caution before clicking any external web links mentioned throughout this website. (External links are clickable text / banner / image links to other websites, similar to; [www.gamma.co.uk](http://www.gamma.co.uk),

The owners of this website cannot guarantee or verify the contents of any externally linked website despite their best efforts. Users should therefore note they click on external links at their own risk and this website and its owners cannot be held liable for any damages or implications caused by visiting any external links mentioned.

## 11.

### Adverts and Sponsored Links

This website may contain sponsored links and adverts. These will typically be served through our advertising partners, to whom may have detailed privacy policies relating directly to the adverts they serve.

Clicking on any such adverts will send you to the advertiser's website through a referral program which may use cookies and will track the number of referrals sent from this website. This may include the use of cookies which may in turn be saved on your computer's hard drive. Users should therefore note they click on sponsored external links at their own risk and this website and its owners cannot be held liable for any damages or implications caused by visiting any external links mentioned.

## 12.

### Social Media Platforms

Communication, engagement and actions taken through external social media platforms that this website and its owners participate on are custom to the terms and conditions as well as the privacy policies held with each social media platform respectively.

You may contact them by using the below:

Users are advised to use social media platforms wisely and communicate / engage upon them with due care and caution in regard to their own privacy and personal details. Neither the website nor its owners will ever ask for personal or sensitive information through social media platforms and encourage users wishing to discuss sensitive details to contact them through primary communication channels such as by telephone or email.

This website may use social sharing buttons which help share web content directly from web pages to the social media platform in question. Users are advised before using such social sharing buttons that they do so at their own discretion and note that the social media platform may track and save your request to share a web page respectively through your social media platform account.



## 13.

### Shortened Links in Social Media

This website and its owners through their social media platform accounts may share web links to relevant web pages. By default, some social media platforms shorten lengthy URLs (this is an example: <http://bit.ly/zyVUBo>).

Users are advised to take caution and good judgement before clicking any shortened URLs published on social media platforms by this website and its owners. Despite the best efforts to ensure only genuine URLs are published many social media platforms are prone to spam and hacking and therefore this website and its owners cannot be held liable for any damages or implications caused by visiting any shortened links.

## 14.

### International Data Transfer

Though all the information you provide to us is securely stored on our servers with in the European Economic Area (EEA) our dedicated customer services team are based at our Kolkata offices in India. It is therefore necessary for the performance of our contract between yourself (or your business) and Telegent that your data is transferred outside of the EEA. Please be assured that your information is processed in a very secure manner and in accordance with Irish and EU law on data protection.

## 15.

### Credit Reference and Fraud Prevention Agencies

- What is a credit reference agency?
- What is a fraud prevention agency?
- Why do you use them when I have applied to your organisation?
- Where do they get the information?
- How will I know if my information is to be sent to a CRA or FPA?
- Why is my data used in this way?
- Who controls what such agencies are allowed to do with my data?
- Can just anyone look at my data held at credit reference agencies?
- A condensed guide to the use of your personal information by Telegent and at Credit  
When you apply to us to open an account, this organisation will check the following records about you and others (see 2 below)
  - ✓ Our own;
  - ✓ Those at credit reference agencies (CRAs). When CRAs receive a search from us they will place a search footprint on your credit file that may be seen by other lenders. They supply to us both public (including the electoral register) and shared credit and fraud prevention information.



## ✔ Those at fraud prevention agencies (FPAs).

We will make checks such as; assessing this application for credit and verifying identities to prevent and detect crime and money laundering. We may also make periodic searches at CRAs and FPAs to manage your account with us.

- ✔ If you are making a joint application or tell us that you have a spouse or financial associate, we will link your records together so you must be sure that you have their agreement to disclose information about them. CRAs also link your records together and these links will remain on your and their files until such time as you or your partner successfully files for a disassociation with the CRAs to break that link.
- ✔ Information on applications will be sent to CRAs and will be recorded by them. Where you borrow from us, we will give details of your accounts and how you manage it/them to CRAs. If you borrow and do not repay in full and on time, CRAs will record the outstanding debt. This information may be supplied to other organisations by CRAs and FPAs to perform similar checks and to trace your whereabouts and recover debts that you owe. Records remain on file for 6 years after they are closed, whether settled by you or defaulted.
- ✔ If you give us false or inaccurate information and we suspect or identify fraud we will record this and may also pass this information to FPAs and other organisations involved in crime and fraud prevention.
- ✔ If you have borrowed from us and do not make payments that you owe us, we will trace your whereabouts and recover debts
- ✔ We and other organisations may access and use from other countries the information recorded by fraud prevention agencies.
- ✔ Your data may also be used for other purposes for which you give your specific permission or, in very limited circumstances, when required by law or where permitted under the terms of the General Data Protection Regulation 2018.

## 16.

### How to find out more

You can contact the CRAs currently operating in the UK; the information they hold may not be the same so it is worth contacting them all. They may charge you a small statutory fee.

Call Credit, Consumer Services Team, PO Box 491, Leeds, LS3 1WZ or call 0870 0601414  
Equifax PLC, Credit File Advice Centre, PO Box 3001, Bradford, BD1 5US or call 0870 010 0583 or  
log on to [www.myequifax.co.uk](http://www.myequifax.co.uk)

Experian, Consumer Help Service, PO Box 8000, Nottingham NG80 7WF or call 0844 4818000 or  
log on to [www.experian.co.uk](http://www.experian.co.uk)

Please read this section very carefully, it will vary from lender to lender

### What we do:

- ✔ When you apply to us to open an account, this organisation will:
- ✔ What we do with the information you supply to us as part of the application:
- ✔ With the information that we obtain we will:



- ✓ What we do when you have an account:
- ✓ What Credit Reference and Fraud Prevention Agencies do

17.

## Data Breaches

In the event of a data breach, we shall ensure that our obligations under applicable data protection laws are complied with where necessary.

18.

## Contact Us

Please e-mail any questions or comments you have about our privacy policy to us at [privacynotice@telegent.co.uk](mailto:privacynotice@telegent.co.uk)

19.

## Complaints

Should you wish, you have the right to make a complaint about how we process your personal data to the Information Commissioner's office (ICO):

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

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
Tel: 0303 123 1113