# Introduction

Advance Connects is committed to high standards of information security, privacy and transparency. We place a high priority on protecting and managing data in accordance with accepted standards including ISO 27001. Advance Connects will comply with applicable GDPR regulations when they take effect while also working closely with our customers and partners to meet contractual obligations for our procedure’s services.

**Data Protection**

Advance Connects contain all of the data processing “in-house” and rely on Microsoft’s Office 365 for data management. The security of Office 365 and the other applications in use are maintained through continuous application of program updates automatically from suppliers backed up by automated routines executed on our behalf by our IT Support and Maintenance provider.

All PC’s are UserID / password controlled for access and email, which is also part of Office 365, is individually user controlled.

Common data is shared by the organisation via a file server which is kept in a secure location within the office:

Francis Smith House

Manor Lane

Hawarden

Deeside

CH5 3PP

Daily data backup is automated and secures a copy of our transactional data in the cloud via our IT Support and Maintenance provider. This data is held within the EU and is kept in a 256-bit encrypted format.

# What data we collect

The primary method of collecting data will be via telephone, however we will also collect data through our website using cookies. We collect the following information:

* Name and job title
* Contact information including email address & business telephone number
* Demographic information such as postcode
* Other information relevant to customer surveys and/or offers

Personal data obtained and held by us must be processed according to a set of core principles. In accordance with these principles, we will ensure that data collection and processing will be fair, lawful and transparent. Data will be collected for specific, explicit, and legitimate purposes.

Data collected will be adequate, relevant and limited to what is necessary for the purposes of processing.

# Advance Connects Ltd’s services

Advance Connects will only ever use our client’s systems and data in line with their guidelines and best practices. Only information required to aid Advance Connects in providing our services will be sought, this will be used solely in a capacity detailed within our service offering and only ever for the specific client named within each proposal.

**Advance Connects are not a data provider.** On the rare occasion where internally cleansed data is used to supplement campaigns this is with corporate individuals and whilst this is still categorised under GDPR as personal data it can be used for business-to-business marketing purposes.

The data used for Advance Connects’ campaigns are primarily sourced via our clients or industry specialists [Glenigan,](https://www.glenigan.com/gdpr/) [Barbour ABI](https://www.barbour-abi.com/gdpr/) and [Builders Conference](http://www.buildersconference.co.uk/news/general-data-protection-regulation-2018). Use the links to view each companies GDPR policies. Our use of this data remains unaffected provided it has been obtained lawfully.

**Your Rights**

You havethe right to be informed about the data we hold on you and what we do with it;

The right of access to the data we hold on you. More information on this can be found in the section headed “Access to Data” in our separate Privacy Policy on Subject Access Requests

The right for any inaccuracies in the data we hold on you, however they come to light, to be corrected. This is also known as ‘rectification’.

**Security information**

Personal data relating to employees and/or clients should not be kept or transported on laptops, USB sticks, or similar devices, unless prior authorisation has been received. Where personal data is recorded on any such device it should be protected.

Any archived data is kept only for as long as required and is stored in a locked folder with access only granted to Senior Management and Directors, where relevant.

For more information on how personal data is stored, you can speak to the Company Compliance Officer Charlie Bendall.

**Advance Connects refuse to use in any capacity any data that fails to meet GDPR regulations and has been processed unlawfully.**

**Advance Connects will not share any of your data with a third party without consent from yourselves to do so.**