



Privacy Policy

Your privacy is paramount to us, so we think it only right to explain how we use and look after your information (Personal Data). Personal Data means information that can directly or indirectly identify you. Be assured we take our obligations under applicable privacy and data protection laws seriously. This privacy policy describes how we obtain and process your information when you use our services and products. By using our services, you agree that your information will be handled as set out here in this Privacy Policy. You understand and accept that we may make changes to this Privacy Policy and we will publish any updated version of this Privacy Policy on our website. We will take steps to inform you in advance of any change(s) that may affect materially the services that you are subscribed to. Here at UK TELL we are committed to ensuring the security and protection of your Personal Information, and to provide a compliant and consistent approach to data protection. We recognise our obligations in updating and expanding terms to meet the demands of the *Data Protection Act 1998* and *Data Protection Act 2018* (which incorporates the GDPR). Therein, we have a robust data protection regime that is effective, fit for purpose and demonstrates an understanding of, and appreciation for the UK laws. These Terms apply to all customers, and potential customers, of UK TELL and to any visitors or users of our apps and or website, or any person that engages with us whatsoever.

Information We Collect

Information we collect includes, but is not limited to:

Your Contact Details

This allows us to directly identify and or contact you and may include your name, date of birth, address, e-mail address, telephone number, e-mail address, username, passwords, and gender.

Account Details

This includes service information such as customer ID, bank details, payment method, your billing address, and product(s) subscription.

Website Data

When you use our app and or website; we collect duration and time of the session, any pages visited, transaction details, and technical info e.g., MAC address etc.

Internet and Telephony Data

This includes your telephone number, phone numbers you call, send messages to, time and duration of calls, device details, amount of data used, time duration of any session, device, IP/MAC address, and the websites you visit.

Customer Care Information

This means information shared when you contact us inquiring about our products and services. In addition, your support requests and the details required to resolve them. You understand and agree that we may record your call to our customer care team.

UK TELL LTD

B1, Balfour Business Centre
390-392 High Road, Ilford, IG1 1BF
Tel: +44 20 3150 4439
www.uktell.co.uk Email: info@uktell.co.uk





Why We Collect This information.

UK TELL collects this information to provide you with the following:

To enable us to respond to your queries effectively.

To ensure your subscription(s) and or products are working as they should be.

To send you relevant information and service updates.

To personalise your profile, including advert personalisation.

To process subscriptions and or orders.

To allow you access to our platforms.

To help us monitor and improve our services and quality assurances.

To comply with legal obligations, including but not limited to preventing and detecting fraud.

To enable the contractual obligations (consent) of UK TELL and users.

Take note that we may be required by law to retain or disclose your information to authorities, including law enforcement bodies, where required to do so under applicable law. We are required to store Telephony and Internet Data to meet our legal obligations. Take note that we may retain or share information if we believe it is reasonably necessary to respond to a lawful legal request, protect rights, enforce terms and conditions of our agreement(s), detect or prevent or investigate any illegal activity.

Data Retention

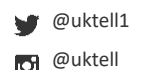
You consent to receive electronic marketing for a further 12 months after receipt of an email or SMS from us unless you opt-out of from receiving further electronic marketing communications from us. You understand and agree that we retain your information even after you have stopped receiving services from us if reasonably necessary to comply with our legal obligations (including law enforcement requests), maintain security, detect fraud, detect abuse, meet regulatory requirements, resolve any disputes, enforce terms and conditions of service, and fulfil requests to “unsubscribe” from us. We will retain de-personalised information after your account has been closed.

Confidentiality

All our communications are confidential. We may process your data, including metadata (i.e., information processed to deliver the communications). We never access any of the content of your personal telephony calls, emails, internet, or App browsing. If you joined us after 25 May 2018, neither we nor third parties will ever send you marketing information unless you have positively consented to our doing so when you registered with us.

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Your Rights

As a valued customer you have the following right to:

Withdraw your consent to any uses you have agreed to. Upon withdrawal of your consent to the use or sharing of your information for purposes set out herein, you agree that you may not have access to any or all products and or services. We may continue to process your information after you withdraw consent if we have a lawful basis to do so and or if your withdrawal of consent was limited to certain processing activities.

Rectify your information if it is inaccurate or incomplete.

Delete your information upon providing a written request.

Access the information we hold on you by submitting a written request.



Refuse to accept any further marketing information by unsubscribing.

Data Transfer (EU)

We observe the European Commission-approved Standard Contractual Clauses as a legal mechanism for data transfers with the E.U.; i.e., contractual commitments between companies transferring data with EU member states that binds them to protect the privacy and security of the data. Under GDPR provisions you have certain rights involving the rectifying of your information, erasing your information, portability, restriction of processing, object to processing, accessing your information, and rights concerning automated decisions. You can exercise your rights by submitting a request. We will consider your request upon receipt and reply to you within 28 days. As the controller of your information, UK TELL is here to answer any queries via our Data Protection Officer. You can contact us at:

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