

INFORMATION ABOUT US

Saepio Solutions Limited is a company incorporated in England & Wales with company number 10343084 whose registered office is 5 & 6 Anglo Business Park, Lincoln Road, High Wycombe, Bucks, HP12 3RH.

If you would like to request any information about your personal data or believe that we are holding incorrect personal data on you, please contact dataprivacy@saepio.co.uk.

Saepio respects your privacy and is committed to protecting your personal data in accordance with relevant regulations such as the UK Data Protection Act 2019 and the General Data Protection Regulation (GDPR).

WHO TO CONTACT FOR MORE INFORMATION?

If you have questions about or need further information on our privacy policy, please contact us at dataprivacy@saepio.co.uk

WHO TO CONTACT TO OPT-OUT OF MARKETING COMMUNICATIONS?

If you at any time you wish to opt-out of marketing communications, please contact us at dataprivacy@saepio.co.uk and we will add you to our No-Contact list.

COLLECTION OF PERSONAL DATA

We may collect your personal information from publicly available sources if it supports our legitimate interest to do so.

We may collect your personal data from a mutual third-party who you have provided your details to for the purposes of providing an additional service both Saepio and the mutual third-party believes our services and solutions could be of benefit. In this instance, we will confirm your consent has been given either from the third-party or yourself when we contact you.

We may collect, use, store and transfer different kinds of personal data about you from information that you provide voluntarily such as such as information provided at the time of registering with us, ordering products or services, subscribing to marketing communications from us, registering for an event, applying for a job with us or contacting us.

We may also collect information from you automatically when you visit our website, including IP address and account usernames.

We may use cookies on our website to gain better insight to how our website is being used and to improve the service we provide to site visitors. Please see the cookie policy page on the website for more details.

The types of data we hold:

- **Identity Data** includes first name, last name, title.
- **Contact Data** includes billing address, delivery address, email address and telephone numbers.
- **Transaction Data** includes details about payments to and from you and other details of products and services you have purchased from us.
- **Profile Data** includes preferences, feedback, and survey responses.
- **Marketing and Communications Data** includes your preferences in receiving marketing from us and our third parties and your communication preferences.

HOW WE USE YOUR DATA

We use your personal data for the reasons listed below:

- Direct marketing activity to engage with a potential customer who might benefit from Saepio's products and services to improve their Cyber Security Resilience.
- To contact you and for account management: to register you as a new customer, process and deliver an order and for invoicing and renewals.
- For any events we or our partners may run, we may take your personal data as part of a registration process, to track attendance and to relay any details before, during or after the event.
- Using our website: when you visit our website, we collect information in accordance with our website privacy policy. Collecting this information allows us to better understand visitors who come to our website and what content is useful to them. We also use this information to improve the quality and relevance of our website.
- For market research: if you complete any Saepio surveys or provide any feedback on products, services or events, we may use your data to carry our market research. We may use this information to improve our understanding of our customers including demographics, interests, and behaviour.
- For marketing and promotions: we may contact you to provide you with information about products and services that may be of interest to you.
- For job applications, we will collect information about you in a job application to process your application.

THE LAWFUL BASIS FOR PROCESSING

- Direct marketing activities where we have a legitimate interest to communicate with you as a potential or existing customer
- Where we need to perform the contract, we are about to enter or have entered with you.
- Where we have your consent to do so.
- Where we need to comply with a legal or regulatory obligation.

DO WE SHARE YOUR DATA?

We may disclose your personal information to the following:

- To third party service providers, partners, subcontractors, agents, distributors, vendors, and other partners for the purposes set out in this privacy policy; and
- Where we may be legally required to share certain personal data if we are involved in legal proceedings or complying with legal obligations, a court order, or the instructions of a government authority.

If any of your personal data is transferred to a third party we will take steps to ensure that your personal data is handled safely, securely, and in accordance with your rights, our obligations, and the third party's obligations under the law.

DATA TRANSFERS TO OTHER COUNTRIES OUTSIDE OF THE EU

Where Saepio requires the use of a data processor to fulfil its services, the data processor will use systems that are based in the EU. If there are instances where this is not the case, it will be outlined in the Customer Schedule of the contract for Services.

We may store some or all of your personal data in countries that are not part of the European Economic Area (the “EEA” consists of all EU member states, plus Norway, Iceland, and Liechtenstein). These are known as “third countries” and may not have data protection laws that are as strong as those in the UK and/or the EEA.

This means that we will take additional steps to ensure that your personal data is treated just as safely and securely as it would be within the UK and under the Data Protection Legislation.

DATA SECURITY

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used, or accessed in an unauthorised way, altered, or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal data on our instructions, and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

HOW LONG WILL YOU USE MY PERSONAL DATA FOR?

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for. To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

YOUR LEGAL RIGHTS

You have rights under data protection laws in relation to your personal data.

1. The right to be informed
2. The right of access
3. The right to rectification
4. The right to erasure
5. The right to restrict processing
6. The right to data portability
7. The right to object
8. Rights related to automated decision making and profiling

For more information on these rights, please refer to the Information Commissioners Office, www.ico.org.uk

CHANGES TO THE PRIVACY NOTICE

This version was last updated on 02/07/2021. We reserve the right to amend or vary this policy at any time and the revised policy will apply from the date posted on the site. Any changes will be deemed to be accepted by you on your first use of our website following the changes.

It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes during your relationship with us.