

Oakford Privacy Notice – Support Services, Consultancy and Technical Services

At Oakford, we are committed to delivering an exceptional service to our customers. This commitment extends to ensuring data remains secure and private. The first step in enabling you to make the choice about using one of our products or services is to understand what data we collect, why we collect it, and what we do with it. This Notice includes information about our privacy practices that are specific to Oakford's Support and Professional Services. Please take the time to read this Notice and the Oakford Standard Privacy Notice, which both apply to the Support and Professional Services.

Who is responsible for the data?

Before we explain the type of data we collected, why we collect it, and what we do with it, it is important you understand the two main data roles that exist and their responsibilities:

- **The Data Controller** determines the purposes and means of processing of personal data.
- **The Data Processor** processes personal data on behalf of a data controller.

Although these two roles sound like characters from the 1982 Sci-fi film, Tron they are in fact, well documented terms in data protection legislation, including but not limited to UK and EU Data Protection Laws.

This privacy Notice covers the Oakford ICT support service and connected systems. For this service Oakford is acting as a data controller for Personally Identifiable Information (PII).

Information we collect

As an Oakford customer, you will need to share some information with us. In order to provide you with technical support or consultancy we collect information that you choose to share with us, this can include:

- **Personal and contact details of support customers**, such as title, full name, email address, telephone number, postal address;
- **Billing department contact details**, such as full name, address, telephone number, email address;
- **Identity and Authentication information**, IP addresses, MAC addresses, Usernames

We will also collect other information you volunteer to help resolve your challenge. This information can be quite extensive and specific to the challenge you are facing. Rest assured we only make requests for relevant information and what you share with us is entirely within your control.

How we use your information

Customers can interact with our helpdesk team, engineers and consultants in a number of ways; over the phone, email, or face to face. The collected information is stored and used in the UK for the purposes of troubleshooting and resolving your challenge. There may be situations where we need to share information with the manufacturer, please see page 2 'Software / Hardware manufacturer' for more details.

The uses of this information include:

- Logging your support request;
- Troubleshooting and resolving your support challenge;
- Billing;
- Contacting you regarding your service e.g. changes to the platform, technical support, service outages;
- Contacting a supplier;
- Preparing a quote;
- Responding to a tender;

- Preparing a solution design.

We do track various parameters of usage to help:

- Monitor and analyse trends and usage e.g. when you are exceeding a metered support package;
- Enhance the safety and security of our products and services;
- Verify your identity and help protect against fraud or other unauthorised or illegal activity;
- Enforce our terms, conditions and other usage policies.
- Track reoccurring issues;
- Analyse support trends;
- Track compliance with our Service Level Agreements (SLAs);

How we share information?

We share information about you in the following ways:

- **Government, regulatory bodies and law enforcement**, We may disclose your information to third parties if we determine that such disclosure is reasonably necessary to:
 - Comply with the law;
 - Protect any person from death or serious bodily injury;
 - Prevent fraud or abuse of Oakford systems or our users;
 - Protect Oakford's rights.
 - In the event of a government or legal request to provide our customer's data Oakford will be vigilant, ensuring there is clear and justified reason before handing over data. We aim to be transparent, protect our customer data and provide a trusted service.
- **Oakford employees**, In order for us to provide, improve, support and protect our services, Oakford staff members may share certain information. This is undertaken in compliance with this Privacy Notice and the Oakford Standard Privacy Notice and can include Information about you such as:
 - your name and contact details;
 - All information about any query raised;
 - Other information you have consented for us to share.
- **Software / Hardware manufacturer**, Sometimes even our Oakford engineers need help in resolving those tricky technical support challenges. As such, we will need to share some information with the software / hardware manufacturer. The type of information shared matches what we listed in the 'Oakford employees' section.
- **Resellers**, Oakford Backup is available directly from Oakford or via one of our partners. Customers who purchase via a partner will have shared PII with this partner. Some of this information could be stored on the Oakford Backup platform; any information Oakford has access to will be handled in compliance with this privacy Notice.

How does Oakford protect your information privacy?

At Oakford, we are committed to following industry best practices when it comes to the security of your information, so much so we have a dedicated team of individuals and robots committed to keeping your information secure and private.

We are meticulous with our security controls and continuously review the security of our systems to ensure only authorised and authenticated individuals access your information.

Oakford complies with all relevant laws and regulations in regards to protecting customer data, including but not limited to UK and EU Data Protection Laws.

How long does Oakford keep your data?

We retain information stored on our platform for as long as needed to provide you with your subscribed services. If you cancel a service, then we aim to delete this information. However, please note:

- There might be some latency in deleting this information from our servers and backup storage;
- We may retain this information if necessary to comply with our legal obligations.

Where does Oakford keep your data?

Easy, the United Kingdom only.

Control over your information

We want you to be in control of your information. If you would like more information on the data we hold or to request removal of data contact privacy@oakforduk.com

Changes to this privacy notice

We will update this Privacy Notice from time to time. The latest copy will always be available on our websites.

More questions?

Not a problem, start by taking a look at our privacy webpages. If you still have questions then please email either privacy@oakforduk.com or privacy@oakfordis.com and one of our Data Protection Officers will respond accordingly.