

## Rapid Response Telecoms Privacy Policy

### Our contact details

Name: Zoe Sharman

Address: Whaley Road, Barnsley S75 1HT

Phone Number: 07840 852532

E-mail: [hr@rapidresponsetelecoms.com](mailto:hr@rapidresponsetelecoms.com)

Date: 29<sup>th</sup> June 2023

### The type of personal information we collect

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details)

### How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for the purpose of making contact with Rapid Response Telecoms.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

- (a) Your consent. You are able to remove your consent at any time. You can do this by contacting Zoe Sharman
- (b) We have a contractual obligation.
- (c) We have a legal obligation.
- (d) We have a vital interest.
- (e) We need it to perform a public task.
- (f) We have a legitimate interest.

## **How we store your personal information**

Your information is securely stored.

We keep your contact details for a minimum of 3 months from receipt. We will then dispose your information by deletion.

## **Your data protection rights**

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your personal information.

**Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

**Your right to object to processing** - You have the the right to object to the processing of your personal information in certain circumstances.

**Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us using the aforementioned contact details if you wish to make a request.

### **How to complain**

If you have any concerns about our use of your personal information, you can make a complaint to us at Rapid Response Telecoms, Whaley Road, Barnsley S75 1HT.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>