



Connexus Cloud Privacy Policy

At Connexus Cloud, safeguarding the privacy of your personal information is paramount. This Privacy Policy outlines how we utilize your personal data to ensure transparency and clarity. Within this policy, you'll discover details regarding the types of personal data we gather, when it's collected, the duration of retention, our methods of collection, purposes for collection and utilization, as well as insights into data sharing practices. When referencing "we," "us," or "our" in this Privacy Statement, we are referring to Connexus Cloud Limited, its subsidiaries, or any relevant entities as context dictates.

Your Rights Regarding Personal Data and How to Exercise Them

Under certain circumstances, you possess the following rights:

- The right to request access to, or verification of, your Personal Data held by us, including its contents and origin, with the option to rectify, supplement, or update it in accordance with local regulations.
- The right to request the erasure, anonymization, or blocking of your Personal Data processed unlawfully.
- The right to object, based on legitimate grounds, to the processing of your Personal Data. However, there may be instances where halting the use of your Personal Data is not feasible, in which case we'll provide an explanation.
- The right to withdraw consent; particularly pertinent when Personal Data processing relies on consent, enabling you to opt out at any time. This applies to sensitive Personal Data categories, such as race/ethnicity, political opinions, religious beliefs, and trade union membership. To unsubscribe from our marketing communications, utilize the provided option within our emails or contact the designated Data Controller as detailed below.

To exercise these rights or for inquiries regarding our Personal Data collection, storage, and usage practices, please contact us using the information provided below.



We encourage you to thoroughly review this Privacy Policy to comprehend our principles and procedures concerning your personal data and its treatment. Any updates to this policy will be communicated on our website (www.connexus.cloud) and will become effective immediately upon posting.

You can reach us using the following contact details:

Connexus Cloud Limited

Data Protection Officer

Faulkner House, Victoria Street, St. Albans, Hertfordshire, United Kingdom, AL1 3SE

E: dataprotection@connexus.cloud

What Personal Data Do We Collect and Use?

We gather, store, and utilize the following categories and types of data, which either identifies you or can be used for identification purposes:

- Identification data: including name, email addresses (personal/business), physical addresses (personal/business), telephone numbers (personal/business), social media handles (personal/business), IP addresses, and location data.
- Job-related information: encompassing positions, titles, management levels, work locations, divisions, departments, and position levels.
- Correspondence records: consisting of communications initiated with us, including email and phone interactions.
- Transaction details: covering purchases made with us and the fulfilment thereof.
- Network and premises access information: such as CCTV images, swipe card activity, time recording data, and internet usage.

When Is My Personal Data Collected?

Your personal data is collected:

- When visiting our websites and consenting to cookie usage or utilizing contact features.



- Upon subscribing to receive email alerts, marketing content, or other communications via our website.
- When reporting issues, submitting queries, or providing feedback via various channels.
- Through participation in surveys sent to you via email.
- During the utilization of our products and services.

While most data is provided directly by you through our website, some usage data may be automatically collected during website visits. This includes company identification via IP address processing, solely for analytical purposes, without individual identification.

What Processing Activities Are Conducted Using My Personal Data?

We engage in various Processing Activities utilizing your personal data to:

- Fulfil contractual obligations, such as providing IT services.
- Assist with transaction completion or order processing.
- Offer support or education regarding our products and services.
- Provide information about our products and services.
- Record transaction details for training, quality assurance, or service improvement.
- Facilitate communication.
- Handle recruitment processes.
- Enhance website user experience.
- Comply with business, regulatory, and legal obligations.

Why Are These Processing Activities Conducted Using My Personal Data?

We undertake these processing activities for specific reasons, governed by applicable laws:



- Consent: We may seek your consent, where appropriate, for collecting and utilizing your personal data. Withdrawal of consent is possible at any time.
- Legitimate Interests: In many cases, utilizing your personal data aligns with our legitimate business interests. You retain the right to object to such usage.
- Legal Requirements: At times, legal or regulatory obligations necessitate the use of your personal data.

Provision of personal data is voluntary, though necessary for website access, contractual relationships, and service provision. Failure to provide data may result in disadvantages, such as inability to use certain services or reduced functionality. However, legal consequences do not arise from withholding personal data.

Data Processing Details

Detailed information, non-exhaustive, regarding data types, purposes, and lawful bases for each activity is provided below:

Activity	What Data	Whose Data	Why	Lawful Basis
Fulfilment of our Services	• Identity data • Contact data • Financial & transaction data • Purchase history • Records of communication	• Customers • Business partners	• To carry out our contractual obligations (e.g., provision of IT services). • Complete a transaction. • Manage our relationship with you. • To communicate with you. • Provide you with support or	• Necessary to perform our obligations in accordance with any contract that we may have with you.

			education about our products and services. • Training purposes, quality assurance or to record details about the products and services you order from us.	
Product support, Customer services and enquiries	• Identity data • Contact data • Profile data • Financial and transaction data	• Customers	• To manage and respond to your enquiry. • To provide you with education and support about our products.	• Necessary to perform our obligations in accordance with any contract that we may have with you. • Necessary for our legitimate interest so that we can help you with your enquiry, provide a good standard of service and improve our

				customer services.
Marketing	• Identity data • Contact data • Marketing and Communications data • Profile data	• Customers • Prospective customers	• To send you marketing communications about products and services where we have a lawful basis to do so. • To make suggestions and recommendations to you about goods or services that may be of interest to you. • Where we are sending you personalised marketing, we may also use Profile Data to help us decide what sort of personalised marketing to send you.	• Necessary for our legitimate interest to decide what marketing content we think may appeal to you and ensure our marketing is most effective. • If you do not wish to receive any direct marketing communications from us, you can request us to cease using your personal data and providing your personal data to any other third

				parties for direct marketing purposes at any time. You can do this without charge by contacting us using the details set out under the "Contact us" section above.
Business administration and legal compliance	All data mentioned in "What data do we collect" section	- Customers - Business partners	- To comply with our legal obligations. - To enforce our legal rights or defend potential legal claims. - To protect the rights of third parties. - To facilitate a business transition such as a merger, reorganisation, acquisition by another company, or sale of any of our assets.	- Necessary for our legitimate interests (in order to operate our business in an effective manner). - Necessary to comply with a legal obligation.

Recruitment	• Identity data • Contact data • Recruitment data	• Prospective employees • Employees	• To assess your suitability for any of our positions that you apply for. • To communicate with you about the recruitment process. • To keep records about our recruitment process • To comply with our legal and regulatory obligations in relation to recruitment. • To review our equal opportunity profile in accordance with applicable legislation.	• Performance (or entering into) of a contract with you. • Necessary for our legitimate interest to ensure that we can make the best recruitment decisions.
Website browsing	• Behavioural data • Technical and usage data	• Website visitors	• To help us understand how you are using and navigating our websites.	• Necessary for our legitimate interest to enable us to provide our websites in secure and effective way

				and make improvements to the websites.
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How Long Is My Personal Data Retained?

Personal data is retained for the duration necessary to fulfill the intended purpose or manage our relationship with you, adhering to local regulations. Anonymization or permanent deletion may occur afterward, unless required otherwise by law.

Is My Personal Data Securely Stored?

We implement rigorous security measures to prevent unauthorized access, loss, or accidental deletion of your personal data. This includes access restrictions and appropriate encryption tools tailored to data types.

Do You Utilize Cookies?

Cookies are utilized to enhance website functionality, recognizing user devices for efficient navigation and improved experiences. Our Cookies Notice provides comprehensive details on their usage.

Do You Share My Personal Data with Third Parties?

To support our Processing Activities, we may share personal data with specific entities, both within and outside Connexus Cloud. These include Data Processors and other third parties, adhering to contractual obligations and legal regulations. We do not sell or rent your personal information.

Concerns Regarding Personal Data Usage?

If you're dissatisfied with our personal data usage, please contact us at dataprotection@connexus.cloud. Additionally, you have the right to lodge a complaint with the relevant Supervisory Authority, such as the Information Commissioner's Office (ICO) in the UK.



Contact ICO at:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

T: 0303 123 1113

W: <https://ico.org.uk/>