



Legacy Telecom Ltd supports the protection of customer privacy on the internet and the principles of disclosure and fair information practices. Your online privacy is a priority. If you share personal information with Legacy Telecom Ltd, the information will be treated according to this policy. The Legacy Telecom Ltd privacy policy covers Legacy Telecom Ltd corporate website(s) www.legacytelecom.co.uk & www.legacyheadsets.co.uk and our Hosted Data. Below is a summary of Legacy Telecom Ltd privacy policy.

POLICY CONTENT

- Data Handling
- Correspondence
- Call Recording
- Security Measures
- Hosted Websites
- Hosted Data
- Third Party Organisation
- Use of Data Cookies
- Updating Personal Information
- Internet Protocol Reporting
- Opting Out & Unsubscribe

DATA HANDLING

Provides a mechanism for requesting or providing information to Legacy Telecom Ltd. Also used to inform Legacy Telecom Ltd how products and

services can be improved. We wish to ensure better performance and enhanced protection for personal data.

CORRESPONDENCE

Used to raise and respond to issues and enquiries of all types. Also used to distribute information about Legacy Telecom Ltd products and services. Legacy Telecom Ltd will not change the way your personal information is used without your consent.

In order to provide you with our services, we may collect personal information about you from our website, telephone conversations, e-mails, and written and verbal communications. We may, for example, keep a record of your name, address, delivery address, e-mail address, telephone number.

CALL RECORDING

All calls are recorded and some maybe be monitored. The purpose of call recording is to provide a concise account of our conversation and technique which can be beneficial for training and improved customer service.

No customer payment card details are captured during any telephone conversation.

Legacy Telecom Ltd store recorded calls for a 2 month period and then delete.

SECURITY MEASURES

Legacy Telecom Ltd protects the personal information you make available to us. Access to your personal information is provided only to those Legacy Telecom Ltd employees who need it in the course of their job. From time to time authorised third parties may need access to some of your personal information. For example, if Legacy Telecom Ltd ships something to you, it is necessary to provide your name and address to a shipping company. We

strictly limit third party access and use of your personal information. We do not otherwise share your personal information with third parties, unless you have granted us permission to do so.

HOSTED WEB SITES

Legacy Telecom Ltd has security measures in place to protect the loss, misuse and alteration of the information under Legacy Telecom's control. The Legacy Telecom Ltd websites www.legacyheadsets.co.uk is hosted by [Shopify](#) and www.legacytelecom.co.uk is hosted by OVH www.ovh.co.uk

HOSTED DATA PLATFORM

Our data platform is hosted on Cloud Geeni www.cloudgeeni.co.uk/ data is kept simultaneously in two data centres in the event of disaster recovery, all servers are located exclusively within the UK. Data is transmitted on a private and direct network for additional security. Access to the data centres is restricted to authorised personnel only with visits by appointment only.

Access to the Remote Desktop is via a secure 128bit encryption layer within the RDP protocol. It is not possible to access Cloud Geeni Hosted platform freely from the internet. Data traffic which enters or leaves the network must pass through firewalls and it is scanned as it does so, offering further protection from virus or network attacks.

THIRD PARTY ORGANISATION

Legacy Telecom Ltd use Mail Chimp as a third party organisation for occasional direct marketing campaigns <https://mailchimp.com/> their [privacy policy](#)

Our goods and services are shipped by Parcel Force, in order to process your order Names, Email Addresses and Postal Addresses are used to ship

goods and services. www.parcelforce.com and their privacy policy <https://www.parcelforce.com/privacy>

DATA COOKIES

Cookies are small (1KB) data entries commonly sent from a web server to a special file on your computer. They contain the name of the site you visited and information about the choices you made while you were there. If you return to that site, the server requests data back from the cookie. The Legacy Telecom Ltd websites uses cookies, including third party cookies. Cookies help Legacy Telecom Ltd provide a better user experience by measuring which website areas are of greatest interest. You can choose to disable cookies in your browser if you so desire.

PERSONAL INFORMATION

If you have submitted personal information while visiting Legacy Telecom Ltd websites, it is your responsibility to make sure it is correct in our systems. Please notify us of changes to your name, address, title, telephone number or e-mail address.

Any personal information relating to you will be used and recorded by us in accordance with current data protection legislation and this Privacy Policy.

INTERNET PROTOCOL REPORTING

Legacy Telecom Ltd do not use IP addresses to personally identify users. We can use a log file of IP addresses to determine which areas of our site visitors like based on the volume of traffic and on aggregate geographic data. This information is used to better prepare future site content and design based on the interests of users.

OPTING OUT & UNSUBSCRIBE

We provide users the opportunity to opt out of receiving any further communications from Legacy Telecom Ltd when they receive emails or electronic marketing via e-mail. At the end of each e-mail message, instructions on how to unsubscribe and to be removed from the mailing list database are included. Legacy Telecom Ltd also gives users the option of making contacting at any time to remove their information from our database or to stop receiving future electronic distributions. We endeavour to send 1- 2 applicable marketing emails per month.

We will review our Privacy Notice periodically and you will be informed of any updates or changes if applicable.

If you have any further queries regarding the aforementioned please contact the data controller by email: [**data@legacytelecom.co.uk**](mailto:data@legacytelecom.co.uk) or call us on 01942 686 260