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## Privacy Policy and Data Protection (GDPR)

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Call Logging Limited respects your right to privacy. This Privacy Notice explains who we are, how we collect, share and use personal information about you, and how you can exercise your privacy rights. This Privacy Notice only applies to personal information that we collect through our websites at <http://www.Call Logging.co.uk> and other websites of the Call Logging Limited Group of companies ("Website").

If you have any questions or concerns about our use of your personal information, then please contact us using the contact details provided at the bottom of this Privacy Notice.

### What does Call Logging Limited do?

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Call Logging Limited is an independent provider of Telephone Call Logging services. We are headquartered in the United Kingdom. We service our customers' global requirements through our UK Headoffice.

### What personal information does Call Logging Limited collect and why?

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The personal information that we may collect about you broadly falls into the following categories:

- **Information that you provide voluntarily**  
Certain parts of our Website may ask you to provide personal information voluntarily: for example, we may ask you to provide your contact details in order to subscribe to marketing communications from us, register for a Call Logging Limited event or submit enquiries to us. When you apply for a job with us we will ask you for additional information such as your work history and educational background. The personal information that you are asked to provide, and the reasons why you are asked to provide it, will be made clear to you at the point we ask you to provide your personal information.
- **Information that we collect automatically**  
When you visit our Website, we may collect certain information automatically from your device. In some countries, including countries in the European Economic Area, this information may be considered personal information under applicable data protection laws.

Specifically, the information we collect automatically may include information like your IP address, device type, unique device identification numbers, browser-type, broad geographic location (e.g. country or city-level location) and other technical information. We may also collect information about how your device has interacted with our Website, including the pages accessed and links clicked.



Collecting this information enables us to better understand the visitors who come to our Website, where they come from, and what content on our Website is of interest to them. We use this information for our internal analytics purposes and to improve the quality and relevance of our Website to our visitors.

Some of this information may be collected using cookies and similar tracking technology, as explained further under the heading “What cookies does Call Logging Limited use?” below.

We will normally collect personal information from you only (i) where we need the personal information to perform a contract with you, (ii) where the processing is in our legitimate interests and not overridden by your rights, or (iii) where we have your consent to do so. In some cases, we may also have a legal obligation to collect personal information from you or may otherwise need the personal information to protect your vital interests or those of another person.

If we ask you to provide personal information to comply with a legal requirement or to perform a contract with you, we will make this clear at the relevant time and advise you whether the provision of your personal information is mandatory or not (as well as of the possible consequences if you do not provide your personal information).

If we collect and use your personal information in reliance on our legitimate interests, this interest will normally be so that we can market our goods and services to you, respond to your queries, improve our goods and services, or for the purposes of detecting or preventing illegal activities. We may have other legitimate interests and if appropriate we will make clear to you at the relevant time what those legitimate interests are.

If you have questions about or need further information concerning the legal basis on which we collect and use your personal information, please contact us using the contact details provided under the “How do I contact Call Logging Limited?” heading below.

## Who does Call Logging Limited share my personal information with?

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We may disclose your personal information to the following categories of recipients:

- to our **company only**, to support the delivery of, provide functionality on, or help to enhance the security of our Website, or who otherwise process personal information for purposes that are described in this Privacy Notice or notified to you when we collect your personal information;
- to any **competent law enforcement body, regulatory, government agency, court or other third party** where we believe disclosure is necessary (i) as a matter of applicable law or regulation, (ii) to exercise, establish or defend our legal rights, or (iii) to protect your vital interests or those of any other person;
- to an actual or **potential buyer** (and its agents and advisers) in connection with any actual or proposed purchase, merger or acquisition of any part of our business, provided that we



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inform the buyer it must use your personal information only for the purposes disclosed in this Privacy Notice;

### ***What Cookies does Call Logging Limited use?***

We may collect information about your computer, including your IP address, operating system and browser type, for system administration and in order to create reports. This is statistical data about our users' browsing actions and patterns, and does not identify any individual.

The only cookies in use on our site are for the WordPress navigation to migrate you from screen to screen. For more information, view our [Cookies Policy](#).

## **How does Call Logging Limited keep my personal information secure?**

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We use appropriate technical and organisational measures to protect the personal information that we collect and process about you. The measures we use are designed to provide a level of security appropriate to the risk of processing your personal information and may include technical controls such as system access, data separation and back-up and recovery as well as organisational controls such as staff vetting, staff training and building entry controls.

### **What other countries is my personal data stored in?**

We store your personal information in the UK only. However, we use packages such as WordPress and MailerLite which may transfer to, and process in, countries other than the country in which you are resident. These countries may have data protection laws that are different to the laws of your country and, in some cases, may not be as protective. Specifically, our Website servers are located in London (UK).

However, we have taken appropriate safeguards to require that your personal information will remain protected in accordance with this Privacy Notice.

## **How long does Call Logging Limited keep my data for?**

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We retain personal information we collect from you where we have an ongoing legitimate business need to do so (for example, to provide you with a service you have requested or to comply with applicable legal, tax or accounting requirements).

When we have no ongoing legitimate business need to process your personal information, we will either delete or anonymise it or, if this is not possible (for example, because your personal information has been stored in backup archives), then we will securely store your personal information and isolate it from any further processing until deletion is possible.



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## What data protection rights do I have?

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You can get in touch with us using the contact details provided under the “How do I contact Call Logging Limited?” heading below to exercise the following data protection rights:

- Your right to **access, correct, update or request deletion** of your personal information.
- Your rights to **object to processing** of your personal information, **restrict processing** of your personal information or **request portability** of your personal information.
- Your right to **opt-out of marketing communications** we send you at any time. To opt-out of email marketing, you can also exercise this right by clicking on the “unsubscribe” or “opt-out” link in the marketing e-mails we send you.
- Your right, if we have collected and processed your personal information with your consent, to **withdraw your consent** at any time. Withdrawing your consent will not affect the lawfulness of any processing we conducted prior to your withdrawal, nor will it affect processing of your personal information conducted in reliance on lawful processing grounds other than consent.

You also have the **right to complain to a data protection authority** about our collection and use of your personal information. For more information, please contact your local data protection authority.

We respond to all requests we receive from individuals wishing to exercise their data protection rights in accordance with applicable data protection laws.

### Will this Privacy Notice be updated?

We may update this Privacy Notice from time to time in response to changing legal, technical or business developments. When we update our Privacy Notice, we will take appropriate measures to inform you, consistent with the significance of the changes we make. We will obtain your consent to any material Privacy Notice changes if and where this is required by applicable data protection laws.

You can see when this Privacy Notice was last updated by checking the “reviewed” date displayed at the bottom of this Privacy Notice.

### How do I contact Call Logging Limited?

The data controller of the website is Call Logging Limited. If you have any questions or concerns about our use of your personal information, please contact our data protection officer using the following details: [GDPR@focom.com](mailto:GDPR@focom.com)

Reviewed: Oct 2023