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PRIVACY & UK GDPR POLICY

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Date	Version	Document No.	Author	Comment
18/12/2019	01	IP100012	SB (Sabina Begum)	Initial Draft
26/02/2021	01	IP100012	SB (Sabina Begum)	No Changes
10/12/2021	02	IP100012	RS (Rob Steele)	UK GDPR changes

2. INTRODUCTION

Background

IPLICIT Ltd provides software, professional services and support to companies and organisations.

Purpose and scope of this Policy

IPLICIT Ltd is committed to protecting and respecting the privacy of individuals.

This Privacy Policy outlines how IPLICIT Ltd collects, stores and uses personal information that it collects about its customers and visitors to the IPLICIT Ltd website.

This Privacy Policy is intended for circulation to IPLICIT Ltd customers, suppliers and other interested parties.

These documents set out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us.

Lawful Basis for Processing

We will only Process your Data if there is a lawful basis for such Processing. The lawful basis for Processing Personal Data will be one of the following:

- Consent. You have given IPLICIT Ltd clear and specific consent for Processing your Data.
- Contract. You, or the organisation you work for, have entered a contract in which the Processing of your Data is required.
- Legal obligation. We need to Process your Data in order to comply with a common law or statutory obligation.
- Legitimate interests. We have a legitimate interest in processing your Data in circumstances where it would be reasonable for you to expect such Data Processing and where there is a minimal privacy impact. Some direct marketing activities may be based on legitimate interests.

Contact details

For the purpose of data protection legislation, the data controller is Concept Software Ltd, T/A IPLICIT Ltd.

IPLICIT Ltd website

It is possible that our websites contain links to other sites. IPLICIT Ltd is not responsible for the privacy practices or the content of such websites. The websites may also include comment fields, chat rooms, forums, message boards, and news groups. Please remember that any information that is disclosed in these areas becomes public information and you should exercise caution when deciding to disclose your personal information.

Wherever this Privacy Policy refers to a website, we are referring <http://www.implicit.com>

3. DEFINITIONS

Iplicit Ltd uses the following definitions in relation to data:

Personal Data (UK GDPR; Art.4(1)):

‘personal data’ means any information relating to an identified or identifiable natural person (‘data subject’); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person;

Special Categories of Personal Data (UK GDPR; Art.9(1)):

Processing of personal data revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, or trade union membership, and the processing of genetic data, biometric data for the purpose of uniquely identifying a natural person, data concerning health or data concerning a natural person's sex life or sexual orientation shall be prohibited

Data Controller (UK GDPR, Art.4(7)):

‘controller’ means the natural or legal person, public authority, agency or other body which, alone or jointly with others, determines the purposes and means of the processing of personal data;

Data Processor (GDPR, Art.4(8)):

‘processor’ means a natural or legal person, public authority, agency or other body which processes personal data on behalf of the controller;

4. HOW PERSONAL DATA IS COLLECTED

Information you give us

This is information about you that you give us:

- when filling in forms on our website
- by corresponding with us by phone, email or otherwise
- when you register to use our website
- when you subscribe to our services
- when you participate in discussion boards or other social media functions on our website
- when you enter a competition, promotion or survey
- when attending an IPLICIT Ltd activity, such as a seminar or trade show
- when you report a problem with our website

The information you give us may include your name, address, e-mail address and phone number, organisation, job role or title, financial some interests / preferences.

Information we collect about you

Visits to website

Regarding each of your visits to our website we may automatically collect the following information:

- technical information, including your login information, the Internet protocol (IP) address used to connect your computer to the Internet, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform
- Information about your visit, including the full Uniform Resource Locators (URL), clickstream to, through and from our site (including date and time), products you viewed or searched for, page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), methods used to browse away from the page platform and any phone number used to call our customer service number.

Completion of forms

Our site uses various forms to help us manage requests.

- We collect contact information (like names and email addresses). Contact information is used to respond to enquiries, or get in touch with you when necessary
- If you have given us your consent to do so, we sometimes use this contact information to send you information about our company and our products and services by phone, email or post.

Information we receive from other sources

This is information we receive about you if you use the website we operate or other services we provide. In these cases, we will have informed you when we collected that data if we intend to share those data internally and combine it with data collected on our website.

We will also have told you for what purpose we will share and combine your data. We work closely with third parties (including, for example, business partners, subcontractors in technical, advertising networks, analytics providers, search information providers, credit reference agencies).

5. HOW PERSONAL DATA IS COLLECTED

Information you give us

We will use the information you give us:

- to carry out our obligations arising from any contracts entered between you and us and to provide you with the information, products and services that you request from us
- to provide you with information about other goods and services we offer that are similar to those that you have already purchased or enquired about
- to provide you, or permit selected third parties to provide you, with information about goods or services we feel may interest you. If you are an existing customer, we will only contact you by electronic means (e-mail or SMS) with information about goods and services similar to those which were the subject of a previous sale or negotiations of a sale to you. If you are a new customer, and where we permit selected third parties to use your data, we (or they) will contact you by electronic

means only if you have consented to this. If you do not want us to use your data in this way, or to pass your details on to third parties for marketing purposes, please let us know

- to notify you about changes to our service.
- to ensure that content from our site is presented in the most effective manner for you and for your computer.

Sharing with external third parties

We will share your data with external third parties for the following reasons:

- We will share your data with external third parties directly involved in the provision of Iplicit Ltd products and services. Your data will be processed in accordance with their privacy policy. Upon confirmation of the product / services you require details about, Iplicit Ltd will supply details of any relevant third parties.
- We (or third-party data processors acting on our behalf) may collect, store, and use your personal information for the following purposes, only with your explicit consent: - Service requests (including enquiry response)

Electronic marketing

Iplicit Ltd uses some services and / or products from external third parties in order to provide the services you have requested. This may include (by way of example only) third parties that provide online storage and other facilities. If Iplicit Ltd becomes aware of any such third party wishing to transfer your data outside the UK, Iplicit Ltd shall request that the third party enters into an agreement with us based upon standard contractual clauses approved by the Data Protection Act 2018 for transfers of personal data to processors outside of the UK and which agreement shall include security obligations on such third party.

Marketing

We may collate the information collected about you in order to offer you a more tailored marketing experience.

Information we collect about you

We may use the information we collect about you

- to administer our website and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes;
- to improve our website to ensure that content is presented in the most effective manner for you and for your computer
- to allow you to participate in interactive features of our services, when you choose to do so
- as part of our efforts to keep our website safe and secure
- to measure or understand the effectiveness of advertising we serve to you and others, and to deliver relevant advertising to you
- to make suggestions and recommendations to you and other users of our website about goods or services that may interest you or them.

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6. MARKETING

We collate the information collected about you in order to offer you a more tailored marketing experience.

For marketing purposes, we may collect, store and use the following kinds of personal data:

- information about your computer and about your visits to and use of this website (including your IP address, geographical location, browser type, referral source, length of visit and number of page views);
- information that you provide to us for the purpose of registering with us (including name, company, telephone number and email address); and
- any other information that you choose to send to us.

We will use this information to send to you marketing communications relating to our business which we think may be of interest to you by post or by email (if you are an individual, we will have specifically obtained your consent for this) or similar technology. You can inform us at any time if you no longer require marketing communications.

IP addresses

The Internet protocol (IP) address used to connect your computer to the Internet. We use your IP address for the following purposes:

- Operational issue diagnosis: if you notify us of an issue, or our monitoring identifies an issue, then the information within the servers' logs is used to identify the root cause and, wherever possible, identify a fix.

- Application usage data: we use server logs to review system usage where necessary for issue diagnosis

Cookies

We use cookies on our websites to improve your experience on the websites, mainly so that we don't have to ask you for your information on every page you visit. It also allows us to personalise the information shown to be closer to your interests. We (or third-party data processors acting on our behalf) may collect, store, and use your personal information for individual website experience improvement.

7. DISCLOSURE OF YOUR INFORMATION

Sharing your personal information

You agree that we have the right to share your personal information with:

- Any member of Iplicit Ltd
- Selected third parties including:
 - business partners, suppliers and sub-contractors for the performance of any contract we enter with them or you
 - advertisers and advertising networks that require the data to select and serve relevant adverts to you and others
 - analytics and search engine providers that assist us in the improvement and optimisation of our website
 - credit reference agencies for the purpose of assessing your credit score where this is a condition of us entering a contract with you.

Disclosure to third parties

We will disclose your personal information to third parties:

- If we sell or buy any business or assets, in which case we will disclose your personal data to the prospective seller or buyer of such business or assets
- If any Iplicit Ltd company or substantially all its assets are acquired by a third party, in which case personal data held by it about its customers will be one of the transferred assets
- If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our terms of use or terms and conditions of supply and other agreements; or to protect the rights, property, or safety of Iplicit Ltd, our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

8. WHERE WE STORE YOUR PERSONAL DATA

Locations

The data that we collect from you will be transferred to, and stored at

- Third party cloud-hosted environments, e.g. Microsoft Azure, using servers that reside only in the UK.
- Third party data centres, using servers that reside only in the UK.

For encrypted backup purposes, we may also use Geo-replication backup services by Microsoft Azure or other third-party data centres which may be located outside of the UK and the EEA.

Security

Iplicit Ltd uses a range of security measures in order to protect Personal Data.

A wide range of technical controls are used, including but not limited to:

- Data encryption
- Anti-virus and anti-malware software
- Network monitoring
- Access management
- Vulnerability scanning and penetration testing

A wide range of non-technical controls are used, including but not limited to:

- Physical security controls at IPLICIT Ltd offices – even though no physical personal or customer data is stored at the offices of IPLICIT Ltd or Concept Software Ltd.
- Security policies, including Data Classification & Handling, Data Protection, etc.

The implementation of such controls may vary between specific products and services.

Security: website

Our website has security measures in place to protect the loss, misuse and alteration of the information under our control. Where necessary IPLICIT Ltd will inform law enforcement agencies or other relevant organisations regarding misconduct. All information you provide to us is stored on our secure servers.

Where we have given you (or where you have chosen) a password which enables you to access certain parts of our websites, you are responsible for keeping this password confidential. We ask you not to share a password with anyone. Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our websites; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

9. DATA RETENTION

Iplicit Ltd has established a data retention framework based on statutory and non-statutory guidance. The framework applies to both digital and non-digital data. Regarding the retention of personal data of individuals who are neither employees nor former employees, data retention schedules will be applied in accordance with the following:

- Contracts
- Product-specific and service-specific data retention schedules

Data retention schedules will be documented and will be communicated, either through terms and conditions of the relevant product and / or service, or upon request.

10. YOUR RIGHTS

Individuals' Rights

In accordance with data protection legislation, Iplicit Ltd recognises that data subjects have specific rights that must be protected and observed.

Right to be informed

Iplicit Ltd provides employees, customers and other third parties with information about how personal data is collected, processed and managed. Iplicit Ltd seeks to provide this information in language that is clear, concise and intelligible. This information is intended to be easily accessible for internal and external users.

Right of access

Iplicit Ltd provides data subjects with access to the personal data that it manages as a data controller. A Subject Access Request (SAR) process has been defined (see below) and communicated. Data subjects for whom Iplicit Ltd is not the data controller but may process their personal data, should –in the first instance – contact the data controller directly when requesting such access.

Right to rectification

Iplicit Ltd recognises the right of individuals to have inaccurate or incomplete data to be amended. Data subjects for whom Iplicit Ltd is not the data controller, should –in the first instance – contact the data controller when making a data rectification request.

Right to erasure

Iplicit Ltd recognises the right of individuals to request for their data to be deleted or removed where there is no compelling reason for its continued processing. Iplicit Ltd will, in all cases, follow the ODPC's guidance on how and when such a request should be observed.

Iplicit Ltd maintains a data retention schedule so that personal data is not retained for longer than is necessary with regard to the purpose for which the data was original collected. However, some personal data may be required to be retained in order to observe other legal or regulatory obligations. In addition, in line with the ODPC's guidance on the constraints that existing when deleting data retained in digital back-ups, Iplicit Ltd will seek to place such back-ups beyond effective use.

Right to data portability

Where the right of portability applies, as defined by the ODPC, Iplicit Ltd will provide data in a format that is structured, commonly used and in a machine-readable form.

Right to object

Iplicit Ltd recognises the right of individuals to object to the processing of their personal data, where such objections are allowable under data protection legislation.

Withdrawing consent

You have the right to ask us not to process your personal data for marketing purposes. We will usually inform you (before collecting your data) if we intend to use your data for such purposes or if we intend to disclose your information to any third party for such purposes. You can exercise your right to prevent such processing on request in writing to our office.

To stop receiving email communications from IPLICIT Ltd in the future, you can send an email to accounts@iplicit.com with "UNSUBSCRIBE" in the subject line. We will endeavour to ensure our systems reflect this within one (1) week of receiving your notification. Please note that if you terminate your IPLICIT Ltd business, but have also subscribed to newsletters, for example, you must additionally unsubscribe from these in order to cease receiving communication. This also applies to any third parties you have agreed we can share your information with. To prevent you receiving such communications from IPLICIT Ltd in the future, you can send a letter clearly identifying yourself and asking that we remove you from our contact lists. Contact details are set out below in the contact section.

Third party websites

Our websites may, from time to time, contain links to and from the websites of our partner networks, advertisers and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

Right of complaint to the ODPC

Should you have a concern about IPLICIT Ltd.'s information rights practices, please report it to us for investigation. If, following our internal review, you are not satisfied, you can report the matter to the Office of the Data Protection Commissioner.

11. SUBJECT ACCESS REQUESTS

The Data Protection Legislation gives you the right to access information held about you. Your right of access can be exercised in accordance with such legislation.

Upon receipt of a written request, IPLICIT Ltd will within thirty (30) days:

- confirm whether any of your personal data is being processed
- provide a description of the personal data, the reasons it is being processed and whether it is given to any other organisations

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- if it is not disproportionate to do so, provide copies of the information comprising the data.

If the request is particularly complex or numerous, Iplicit Ltd may extend the period for response by up to six (6) months.

If the request is manifestly unfounded or excessive, Iplicit Ltd may charge a fee or refuse to respond.

If disclosing the personal data will adversely affect the rights and freedoms of others, Iplicit Ltd may withhold such personal data. This may extend to intellectual property, commercial interests, issues, and trade secrets.

12. CONTACT

Iplicit Ltd
Kemp House
152 – 160 City Road
London, England
EC1V 2NX

Telephone: 0207-729-3260
Email: accounts@iplicit.com

13. IPLICIT LTD CAREERS PRIVACY STATEMENT

We understand that when searching for employment a large amount of personal and highly confidential data is disclosed and we take our responsibility to protect this very seriously. This section sets out the basis on which any personal data we collect from you, or you provide to us, will be processed by IPLICIT Ltd.

Information we may collect

We generally collect information contained in your CV or submitted with your application form or personal information form such as name, address, home phone number, work phone number, mobile phone number(s), facsimile numbers, e-mail addresses and general contact information to facilitate IPLICIT Ltd to be able to readily communicate with you. We also collect additional personal information such as your CV.

We collect and may disclose statistical information gathered as a whole (e.g. total number of applicants and applicant origin) for internal reporting purposes. However, we never disclose information that identifies any individual for such purposes.

We do not knowingly solicit information from children and we do not knowingly market our services to children.

If you opt to provide date of birth, sex, marital status or nationality information, this information will not be used in the recruitment and selection process.

How we may use this Information

IPLICIT Ltd gathers the personal information required for you to be considered for job vacancies within IPLICIT Ltd and to conduct research relating to our recruitment activities. Generally, the information gathered from you is used to assist you to search for IPLICIT Ltd job vacancies, apply for IPLICIT Ltd job vacancies and to be processed for each job application you submit. As such, it may require us to release your personal information with your consent to IPLICIT Ltd hiring managers, administrators and third-party contractors. These IPLICIT Ltd hiring managers, administrators and third-party contractors may be in Ireland or in other parts of the world including outside the UK or the European Economic Area ("EEA"). By registering with IPLICIT Ltd, you agree that your information may be shared with IPLICIT Ltd hiring managers, administrators and third party contractors for the purpose of supporting you to find suitable IPLICIT Ltd job vacancies, applying for IPLICIT Ltd job vacancies, supporting our research relating to our recruitment activities and processing you for each job application you submit and you consent to the transfer of your information outside the UK or the EEA. IPLICIT Ltd uses all reasonable means to ensure that third party sources use your personal information only for the purposes for which it was provided and in adherence to the IPLICIT Ltd Privacy Policy. However, IPLICIT Ltd is not responsible for any improper use of your personal information that is beyond our reasonable control.

Where we store your personal data

Your personal information is stored on a secure server hosted by IPLICIT Ltd or an IPLICIT Ltd approved contractor. The server resides in the UK, unless you are based in the EEA, in which case your server will reside in the EEA. By submitting your personal information, you agree to IPLICIT Ltd transferring, storing and processing your personal information inside and outside the UK as necessary.

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How long is your personal data retained?

If your application was unsuccessful, we will retain your personal data for a period of twelve (12) months, before deleting the same.