

Privacy Notice for Customers

dock10 understand that the privacy and security of your information is important. This notice is to inform you what data we hold about you and why, what we do with that data, and informs you of your rights regarding the personal information we hold under current data protection law.

Who we are

dock10, sited at The Studio Block, Blue, Media City, Salford, M50 2HQ, is the Data Controller of the information covered by this privacy notice.

What Information we hold and why

dock10 will keep personal data related to customers and to potential customers. The lawful condition for holding and processing this information is that this is in the legitimate interests of the organisation to maintain contact details of our customers' representatives, both in order to provide services, and to find new opportunities.

No special categories of data will be retained, and no automated profiling or decision-making on data subjects will take place.

What we do with the data

Information provided to dock10 Ltd in the process of forming this contract will only be used in connection with the management, delivery and invoicing of this contract. We will use your personal information to

- Provide the products or services that you have requested, and seek payment for those services.
- Communicate with you about the service and about related products and services.

Your details may be held in our CRM system and finance system for the purposes of administrating the contract. Any details we do retain will be stored in secure systems in line with the General Data Protection Regulations. The information you provide will be processed or dock10 Ltd will control the processing of your data to comply with the General Data Protection Regulations and our registration with the Information Commissioner's Office.

Who we share the data with

Your details may be passed on third parties, but that is not for any purposes other than in connection with this agreement. Categories of third parties are:

- We may engage third party companies or individuals as service providers or business partners to process information and support our business. These third parties may, for example, provide virtual computing and storage services,
- We may engage third parties to help carry out dock10's marketing and promotional communications.
- We may share data with organisations providing professional services to us in relation to the fulfilment of this contract e.g. legal advisors and accountants.

Some personal data may be transferred outside the EEA as follows:

- dock10 use Adobe eSign to capture e-signatures, in order to avoid the need to rely on hard copy contracts. This data will only be held on the eSign platform for 30 days, after which the

data will be erased. Adobe have signed up to the EU-US Privacy Shield Agreement, providing assurance that data protection is adequate, and hold a number of security certifications including SOC-2 and ISO 27001:2013.

In any case where data is transferred outside of the EEA, dock10 will ensure that appropriate agreements and contracts are in place to specify that the standards of data privacy and data protection are appropriate to the data being transferred.

How long we keep your data

The nature of the data means it is difficult to define an absolute retention time for the data held, as it is not possible to define when a business contact has become inactive. Dock10 will monitor contacts and delete data known to be no longer required, but should you wish determine whether we hold your personal data, and wish to have any personal data erased, you may invoke your rights as described in the section below.

Your rights

dock10 recognise the rights of the data subject in regard to this data processing. As a data subject, you have:

- The right to access personal data held, and to portability, by requesting a copy of the information held.
- The right to rectification should any errors be noticed.
- The right to erasure, by requesting that we delete the data held at any time, should that data no longer be necessary.
- The right to restrict processing.
- The right to be informed once the erasure, rectification or restriction has been actioned.
- The right to lodge a complaint with the supervisory authority (The Information Commissioner's Office).

Should you wish to invoke any of your rights, or have any queries about the information we hold about you please contact

Chief Operating Officer, dock10 Ltd, The Studio Block, Blue, Media City, Salford M50 2HQ

0161 886 5200 email address info@dock10.co.uk