

METRIXCLOUD LIMITED

PRIVACY POLICY

Metrixcloud Limited ("we") are committed to protecting and respecting your privacy.

This policy (together with our terms of use www.metrixcloud.co.uk/legal-information/) sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it. By visiting www.metrixcloud.co.uk you are accepting and consenting to the practices described in this policy.

For the purpose of the Data Protection Act 1998 (the **Act**), the data controller is Metrixcloud Limited of 27 Old Gloucester Street, London, WC1N 3AX.

INFORMATION WE COLLECT FROM YOU

We will collect and process the following data about you:

- **Information you give us.** This is information about you that you give us by filling in forms on our site www.metrixcloud.co.uk (**our site**) or by corresponding with us by phone, e-mail or otherwise. The information you give us may include your name, address, e-mail address and phone number.
- **Information we collect about you.** With regard to each of your visits to our site we will automatically collect the following technical information, including the Internet protocol (IP) address used to connect your computer to the Internet and if you are using the Training Portal, your login information. We may also collect data which you input during the training accessed via the Training Portal which includes your opinions and information about your behaviour in hypothetical scenarios.

COOKIES

Our website uses cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website and also allows us to improve our site. For detailed information on the cookies we use and the purposes for which we use them see our Cookie policy www.metrixcloud.co.uk/legal-information/.

USES MADE OF THE INFORMATION

We use information held about you in the following ways:

- **Information you give to us.** We will use this information:

- to carry out our obligations arising from any contracts entered into between you and us and to provide you with the services that we are contracted to provide;
 - to provide you with information about other services we offer that are similar to those that you have already purchased or enquired about;
 - to provide you with information about 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 services similar to those which were the subject of a previous contract with you. If you are a new customer, we will contact you by electronic means only if you have consented to this.
 - 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.
- **Information we collect about you.** We will use this information:
 - to administer our site and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes;
 - to improve our site 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 service when you choose to do so;
 - as part of our efforts to keep our site safe and secure;
 - to make suggestions and recommendations to you and other users of our site about goods or services that may interest you or them.
 - **Information we receive from other sources.** We will combine this information with information you give to us and information we collect about you. We will use this information and the combined information for the purposes set out above (depending on the types of information we receive).

DISCLOSURE OF YOUR INFORMATION

You agree that we have the right to share your personal information with any member of our group, which means our subsidiaries, our ultimate holding company and its subsidiaries, as defined in section 1159 of the UK Companies Act 2006.

If you are using our site for training which has been supplied and paid for by your employer we will transfer data regarding your training to your employer.

We may share anonymised data with analytics and search engine providers that assist us in the improvement and optimisation of our site;

We will disclose your personal information to third parties:

- In the event that Metrixcloud or substantially all of 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; and
- 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 www.metrixcloud.co.uk/legal-information/ and other agreements; or to protect the rights, property, or safety of Metrixcloud, our customers, or others.

WHERE WE STORE YOUR PERSONAL DATA

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 site, 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 site; 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.

YOUR RIGHTS

You have the right to:

- ask us not to process your personal data for marketing purposes. We will inform you when we collect your data) if we intend to use your data for such purposes;
- (from 25th May 2018) request rectification of any inaccurate personal data which we hold on you;
- (from 25th May 2018) require us to erase all personal data concerning you without undue delay. We will erase your personal data provided that one of the following applies:
 - we no longer require the personal data for the purpose(s) for which it was collected;
 - you have withdrawn consent to us processing your personal data; or
 - we have unlawfully processed your personal data;
- (from 25th May 2018) restriction of processing if one of the following applies:

- you contest the accuracy of the personal data;
- our processing of the personal data is unlawful and you oppose erasure of the personal data and request restriction of processing instead;
- we no longer need the personal data for any purpose other than establishing, exercising or defending legal claims;
- (from 25th May 2018) request data portability. On receipt of a request for data portability we will provide the personal data you have supplied to us in a structured, commonly used and machine-readable format. If requested by you in writing we will, if technically feasible, transmit the data we hold on you to the data controller you've asked us to send it to.

You can exercise these rights at any time by contacting us at info@metrixcloud.co.uk.

ACCESS TO INFORMATION

The Act gives you the right to access information held about you. Your right of access can be exercised in accordance with the Act. Until 24th May 2018 any access request will be subject to a fee of £10 to meet our costs in providing you with details of the information we hold about you. After 25th May 2018 there will not be a fee for providing a copy of the personal data undergoing processing. For any further copies that you request we can charge a reasonable administration fee.

CHANGES TO OUR PRIVACY POLICY

Any changes we make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by e-mail. Please check back frequently to see any updates or changes to our privacy policy.

CONTACT

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to info@metrixcloud.co.uk.

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