



**VEA Telecoms Privacy Policy:** [www.veatelecoms.co.uk](http://www.veatelecoms.co.uk)

VEA Telecoms (“We”, ‘Our’) **VEA Telecoms** registered at Venture House, 2 Arlington Square, Downshire Way Bracknell, Berkshire, RG12 1WA, UK operates [www.veatelecoms.co.uk](http://www.veatelecoms.co.uk) (the “Website”). We are committed to protecting the privacy and security of your personal information. We advise you to read this Privacy Policy carefully so that you are aware of how, where and why we are using your personal information.

#### **PURPOSE**

This Policy sets out the way in which we process your information when you use our website or other digital platforms in accordance with the Protection of Personal Information Act - POPIA

#### **APPLICABILITY**

This policy applies to individuals visiting our Website. The policy applies only to the information we collect through our website, in email, text, job application forms, contact forms, various training applications and other electronic communication received through or in connection with our Website.

#### **DATA WE MAY PROCESS (“personal information”)**

We may collect your personal information including but not limited to your email id, demographic information including country, postcode, first name/last name, job title, mobile number, social media profile, preferences and interests. We may also capture additional personal information in the form of various usage and user metrics when you use our website including IP addresses, device and software identifiers, referring and exit URLs, onsite behaviour and usage information, feature use metrics and statistics, usage history, MAC Address, mobile unique device ID and other similar information. While some of this data is captured directly from you, for example, by way of web forms and web log servers, others can be captured indirectly from third parties, for example, through tracing organisation details, preferences and interests on the basis of IP address and browsing history respectively.

#### **MEANS OF PROCESSING DATA**

We may process your Personal information through the following means:

- Surveys;
- Web forms;
- Newsletter sign-ups;
- Registration for an event;
- Information request software.
- Job Applications

#### **GROUNDS FOR LAWFUL PROCESSING OF PERSONAL INFORMATION**

When we process your Personal information, we do so primarily in connection with marketing, sale and promotion of services which we provide or which are procured using our services and to improve and enhance the range of those services and offerings. We may process your personal information in the following circumstances:

- when we process your personal information for recruitment, communication, sales and marketing, training registration and subscription purposes, where processing is necessary for the purpose of pursuing our legitimate interests.

## USE OF PERSONAL INFORMATION

We generally use the personal information to establish and enhance our relationship with our users for the following purposes:

- **Communication:** We may use your personal information to administer and provide services you request or have expressed an interest in, to communicate with you in case of any inquiry, to process payment transactions, send newsletters, updates, and promotional training materials, for seeking your opinion and feedback and personalise and/or tailor any communications, training recommendations that we may send you.
- **Rendering Training:** We may use the personal information that is captured as a part of training registration forms for, gauging your preferences, interests, sending data to you on like trainings, provide you with training completion certificates.
- **Recruitment:** We may use your information to approach you with suitable jobs that are posted on our websites.
- **Procurement Opportunity:** We may use your data to provide you with suitable job opportunities and send you communications in relation to the same.
- **Advertising:** We may use your data to carry out advertising and market research based on behavioural metrics, geo-location data, demographic data and marketing preferences we capture. We may permit certain third-party companies to help us tailor advertising based on use.
- **Activity Tracking:** We may use your data to track your activity on our digital platforms and personalise and improve your experience. This can be used to create an individual profile for you so that we can understand and respect your preferences or for profiling purposes to enable us to personalise and/or tailor any marketing communications that you may consent to receive from us.
- **Optimisation:** We may use your data to operate, improve and maintain our site, to prevent fraud and abuse. While respecting and protecting your essential rights, freedoms, and interests.
- **Information Sharing:** We may use and share your data with third parties with whom we have contractual relationships. For example, we may provide you with a link where you may share your content with another person.

## TRANSFERRING YOUR PERSONAL INFORMATION

As an expanding national business, we may transfer your personal information to servers, entities, and partners located outside the UK or other trusted third parties based in other countries so that they may

process personal information on our behalf. By using our website or otherwise providing us with your personal information, you agree to us doing so in accordance with the terms of this Privacy Policy and applicable data protection laws and regulations. To ensure that your Personal information does receive an adequate level of protection when transferred outside UK, we have executed Intercompany Transfer Agreements containing binding agreements in accordance with the POPIA requirement. We may also transfer your data to third-party service providers and web analytics tool providers, such as Google Analytics, Google Tag Manager, and Domo Services. VEA Telecoms may permit certain third-party companies to help VEA Telecoms tailor the advertising that it thinks may be of interest to you, based on your use of our website.

## **CHILDREN'S PRIVACY**

We understand the importance of taking extra precautions to protect the privacy and safety of children using our website. The Services are not intended for users under the age of 18. We do not knowingly collect any Personal information from children under 18 or market to or solicit data from anyone under the age of 18. If we become aware that a person submitting Personal information is under 18, we will delete all the data as soon as possible unless it is with the consent and involvement of a parent or guardian. If you believe we might have any data from or about a child under 18, please contact us at [info@veatelecoms.co.uk](mailto:info@veatelecoms.co.uk).

## **SECURITY: HOW SECURE IS YOUR DATA WITH US?**

We have implemented appropriate physical, electronic, procedural and managerial procedures to safeguard your data against loss, unauthorised access, misuse or modification. We require any third parties processing your data to implement the same levels of protection with respect to your data. We strive to use commercially acceptable means for protecting your data.

## **CHANGES TO THE POLICY**

This Policy is effective as of 1 June 2024. We reserve the right to update or change this policy at any time, and we will provide you with the updated Policy when we make any substantial updates at the earliest either through email or by providing a prominent policy of change on the website. You should check the Policy periodically. Your continued use of the website after we post any modifications to the Policy on this page will constitute your acknowledgement of the modifications and your consent to abide by and be bound by the modified Policy.

## **DATA RETENTION**

VEA Telecoms will only retain your personal information for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements. To determine the appropriate retention period for personal information, we consider the amount, nature, and sensitivity of the personal information, the potential risk of harm from unauthorised use or disclosure of your personal information, the purposes for which we process your personal information and whether we can achieve those purposes through other means and the applicable legal requirements.

## **YOUR PRIVACY RIGHTS AND WHO TO CONTACT**

We will respect your legal rights in relation to your information. Below are the rights granted to you as per POPIA and VEA Telecoms is committed towards the protection of the same:

- Right to be notified
- Right to request access
- Right to request correction, destruction or deletion
- Right to object to processing
- Right to restriction of processing
- Right related to Automation decision making including profiling
- Right to submit a complaint

- Right to institute civil proceedings

In case you have any questions, comments or concerns about this policy or wish to exercise any of the above-mentioned rights, you can contact our Information Officer at [info@veatelecoms.co.uk](mailto:info@veatelecoms.co.uk).