



## Privacy Policy

This Privacy Policy sets out how PSI2000 Ltd (“PSI”, “we”, “us”) collect, store, share, process and use the information about you (“Personal Information”). As we update and expand our products, this policy may change, so please refer back to it periodically. By accessing our website or using our apps and services, you consent to our information practices. This policy was last modified on 20/05/2018

### How do we collect information?

We collect information about you when you provide it to us for example when you contact us, place an order, submit a form on our website, use our application, request a call back etc.

Occasionally we may receive information from third parties who we work with for example our service providers or when you have asked other third parties to share your information with us.

### What information do we collect?

When using our Applications and Services, we may ask that you provide us some personally identifiable information – information about you that can be used to contact or identify you, and information on your use or potential use of the services and related services.

The app does require you to login.

Information that we might collect includes:

Name, work address, email address, photo, IP address, location data, payment information e.g. bank details, VAT number.

Personal information may also include other information you supply to us concerning your preferences and interests expressed while using the service.

We do not ask you to provide the following Sensitive Personal Information:

Race or Ethnic Origin, religion, political opinions, trade union membership, sexual orientation, health information.

### How do we use your Information?

We use Personal Information to: administer our Application & Services, enable you to easily navigate the services, provide, improve and optimize the services, better understand user needs and interests, personalize your experience, provide you with software updates and/or product announcements, and provide you with further information and offers from us that we believe you may find useful or interesting.

When you use our Application & Services, our servers will automatically record information that your mobile device sends or transmits, including, but not limited to, the device ID number, user settings, location and information about your use of the services. We only store, track and monitor general usage and not information specific to any user. We use this information to improve the Services, develop new products and offer products and services that may be of interest to you.

We also use cookies on our Application & Services to collect information. We use cookies to save your preferences and personalize the service for you. Third-party advertisers may also place or read cookies



through the Application & Services. You can instruct your device or browser, by changing its options, to stop accepting cookies or to prompt you before accepting a cookie. If you do not accept cookies, however, you may not be able to use all portions or all functionality of our Applications & Services.

## What do we use your information for?

Your information, whether public or private, will not be sold, exchanged, transferred, or given to any other company for any reason whatsoever, without your consent, other than for the express purpose of delivering the purchased product or service requested.

We do not share Personal Information with third parties except as follows:

- We may employ third parties to facilitate the Services, to provide the Services on our behalf, to perform related services or to assist us in analysing how our services are used. These third parties have access to your Personal Information only to perform these tasks on our behalf and are not authorized to disclose or use it any other purpose.
- We may share aggregated information that does not include Personal Information and we may otherwise disclose aggregated application usage information with third parties (including suppliers, advertisers, research companies and other organizations) for industry analysis, demographic, profiling and other purposes. Any information shared in these contexts will not contain your personal information.
- We may share Personal Information with other third parties with your consent for example, you may agree to our sharing your information with other third parties to hear about their products and services. Use of the information you agree to share will be subject to those third parties' separate privacy policies.

## How long do we keep your Information?

As long as it is necessary considering our legal obligations for example for tax purposes and any other legal basis we have for using your information such as your consent, legitimate interest or while performing a contract with you.

## How do we keep your Information secure?

We implement technical and organisational measures to protect your personal information against accidental or unlawful loss, destruction, change or damage. All personal information we collect will be stored on secure servers. All electronic transaction entered via our Website will be protected by SSL encryption technology.

Since transmission of information is not entirely secure over the internet, if you submit any information to us over the internet, it will be entirely at your own risk.

As mentioned in this Privacy Policy, we may disclose your personal data to third parties. Where we do, we require that third party to have appropriate technical and organisational measures in place to protect your personal information; however where we are obliged by law to disclose your personal information to a third party, we will have limited control over how it is protected by that party.



## Your rights in respect of your Information

- Right to access your information
- Right to correct/complete your information by providing a supplementary statement
- Right to have your information erased
- Right to receive your Information in a portable format
- Right to object to the processing of your personal information
- Right to restrict the use of your information

You can also exercise your rights in relation to your information, by sending us your request in writing to [info@psi2000.com](mailto:info@psi2000.com).

## International transfer use Sample

We do not intend to transfer your information outside the European Economic Area (EEA) unless to comply with any legal obligations for example compliance with a court order. In a rare circumstance, if we are required to transfer your information outside the EEA we will ensure appropriate safety measures are in place. Your consent to this privacy policy followed by your submission of such information represents your agreement to that transfer.

## Marketing and Advertising

With your consent we may contact you with relevant information about our Services. For this purpose, we usually contact you by email. We may use personal information we collect about you to help us determine the most relevant information to share with you.

If you do not want to receive such messages, you may opt out by clicking on the unsubscribe link at the bottom of our emails. You may also email or write to us using the information in the “Contact us” section of this policy. Please note that you cannot unsubscribe or opt-out of non-promotional messages regarding your account, such as account verification, changes or updates to features of the Services, or technical or security notices.

## Age restrictions

Our Services are not targeted to, intended to be used by or designed to attract individuals under the age of 16. If you know of or have reasons to believe anyone under the age of 16 has provided us with any personal information, please contact us.

## Contact us

If you have any questions regarding this privacy policy or you are unhappy with the processing of your personal information, please contact us using the information below.

PSI2000 Ltd  
4 Imperial Way  
Maxwell Road  
Borehamwood WD6 1JN  
[www.psi2000.com](http://www.psi2000.com)  
[support@psi2000.com](mailto:support@psi2000.com)



## Appendix 1

### Personal Information we collect when you contact us

#### POST

When you contact us by post, we collect the information that is provided on the postal communication you send us.

##### How we use the information

We use this information to communicate with you regarding the content of the document you send us. We will create a customer record to store information about your enquiry and how it is dealt with.

##### Legal basis for processing

- Our legitimate interest, namely administrating the services and keeping records of correspondence
- Necessary for the performance of a contract or to take steps prior to entering into a contract, especially where your correspondence relates to providing services, we will process your information to do so

#### PHONE

When you contact us by phone, we collect your phone number and any information you provide during the conversation.

##### How we use the information

We use this information to communicate with you regarding the nature of your call. We will create a customer record to store information about your call and how it is handled.

##### Legal basis for processing

- Our legitimate interest, namely responding to enquiries and keeping records of correspondence
- Necessary for the performance of a contract or to take steps prior to entering into a contract, especially where your correspondence relates to providing services, we will process your information to do so

#### EMAIL

When you contact us by email, we collect your email address and any information you provide in that email.

##### How we use the information

We use this information to reply to your email. We will create a customer record to store information about your enquiry and how it is handled.

##### Legal basis for processing

- Our legitimate interest, namely responding to enquiries and keeping records of correspondence



-Necessary for the performance of a contract or to take steps prior to entering into a contract, especially where your correspondence relates to providing services, we will process your information to do so

## ORDER

When you place an order with us, we collect your billing address and bank details as well as your name, email, company name etc

### How we use the information

We use this information to validate your order and set up the services in line with the order. We create a customer record to store information about your order and the services you purchased.

### Legal basis for processing

-Necessary for the performance of a contract or to take steps prior to entering into a contract, especially where your correspondence relates to providing services, we will process your information to do so



## Appendix 2

### Personal Information we collect when you visit our Website

When you submit a form on our website to contact our support team, register for a webinar, request a free product trial or show your interest in receiving marketing materials, we collect basic personal information about you like contact name, email address and company name to enable us to deal with your query and send you relevant information.

#### How we use the information

We use this information to respond to your query or send you more information depending on the nature of your contact. If you are a new customer, we create a new account for you to store information about your query and how it is handled.

If you opt in to receive marketing materials from us, we will send you marketing communications about our goods and services until you inform us otherwise.

#### Legal basis for processing

- Our legitimate interest, namely responding to enquiries and messages we receive and keeping records of correspondences
- Necessary for the performance of a contract or to take steps prior to entering into a contract, especially where your correspondence relates to providing services, we will process your information to do so
- Consent, when you have explicitly expressed your interest, for example by signing up to receive such information



## Appendix 3

### Personal Information we collect, obtain or share with third parties

This includes business partners and third party service providers that perform services for us on our behalf, which may include providing mailing or email services, tax and accounting services, data enhancement services, fraud prevention, web hosting, or providing analytic services. Your personal information is never transferred to any third-party for the purposes of re-marketing to you.

#### How we use the information

- To assist us in analysing how our services are used in which case the third parties are not authorized to disclose or use your information for any other purpose
- For industry analysis, demographic, profiling and other purposes. Any information shared in these contexts will not contain your personal information
- To provide services to you
- To contact publicly accessible sources such as Companies House to understand your business before we enter into a contract with you
- For legal reasons for example to stop a fraud or a cyber crime

#### Legal basis for processing

-Our legitimate interest, namely to process that information to fulfil our contractual or legal obligations with the third party

-Consent, where you have asked the third party to share your information with us

-Necessary for the performance of a contract or to take steps prior to entering into a contract, especially where your correspondence relates to providing services, we will process your information to do so