

Privacy Notice

This Privacy Notice, inclusive of our Standard Terms & Conditions, explains what personal data we collect, how we use your personal data, reasons we may need to disclose your personal data to others and how we store your personal data securely.

At Aspire Business Software, we understand that we have a responsibility to protect and respect your privacy and look after your personal data. For clarity, Aspire Business Software may be both data controller and data processor for your personal data under certain circumstances.

We must advise that this policy is subject to change, so please check our website on a regular basis for any further changes.

About Us

Aspire Business Software Ltd is a software developer and provider of Training Administration and Personnel software systems, based in Telford, Shropshire. Aspire Business Software Ltd's registered office is located at 116 The Studios, Mansell Road, Wellington, Telford, Shropshire TF1 1QQ with company number 10586006. Aspire Business Software Ltd is registered with the Information Commissioner's Office (ICO) under registration reference ZA242595.

How the Law Protects You

Data protection laws state that we are only able to process personal data if we have valid reasons to do so. The basis for processing your personal data includes, but is not limited to, your consent, performance of a contract, to enable billing and remittance, and to contact you for customer service purposes.

How We Collect Your Personal Data

We receive information about you from you when you use our website, complete forms on our website, if you contact us by phone, email, social media or otherwise in respect of any of our products and services or during the purchasing of any such product.

If you provide us with personal data about a third party (for example during a Support Call), you warrant that you have obtained the express consent from the third party for the disclosure and use of their personal data.

What Type of Data do we Collect from You?

The personal data that we may collect from you includes your name, address, email address, phone numbers, payment information and IP addresses. We also retain records of your queries and correspondence, in the event you contact us.

How do we Use your Data?

We use information about you in the following ways:

- To process orders that you have submitted to us;
- To provide you with products and services;
- To comply with our contractual obligations we have with you;
- To help us identify you and any accounts you hold with us;
- To enable us to review, develop and improve the website and services;
- To provide customer care, including responding to your requests if you contact us with a query;
- To administer accounts, process payments and keep track of billing and payments;
- To detect fraud and to make sure what you have told us is correct;
- To carry out marketing and statistical analysis;
- To review job applications;
- To notify you about changes to our website and services;
- To provide you with information about products or services that you request from us or which we feel may interest you, where you have consented to be contacted for such purposes; and
- To inform you of service and price changes.

Retention periods

We will keep your personal data for the duration of the period you are a customer of Aspire Business Software. We shall retain your data only for as long as necessary in accordance with applicable laws.

On the closure of your account, we may keep your data for up to 7 years after you have cancelled your services with us. We may not be able to delete your data before this time due to our legal and/or accountancy obligations. We may also keep it for research or statistical purposes. We assure you that your personal data shall only be used for these purposes stated herein.

Who has access to your personal data?

Here is a list of all the ways that we may use your personal data and how we share the information with third parties. For clarity, we have grouped them into the specific products and services that we offer:

Hosting/Cloud Services

We process your data for administration, billing, support and the provision of services. Additionally, your data may be sent to third party hosting suppliers within the EEA.

Third Parties

For the avoidance of doubt, we do not and never shall sell your personal data to third parties for marketing or advertising purposes.

We work closely with a number of third parties (including business parties, service providers and fraud protection services) and we may receive information from them about you. These third parties may collect information about you including, but not limited to, your IP address, device-specific information, server logs, device event information, location information, and unique application numbers. We use their features within our website, however, in some instances, they may be acting as data controller and they will have their own privacy policies, which we advise you to read.

We may pass your personal data to third parties for the provision of services on our behalf (for example processing your payment). However, we will only ever share information about you that is necessary to provide the service and we have specific contracts in place, which ensure your personal data is secure and will not be used for any marketing purposes.

We may share your information if we are acquired by a third party and therefore your data will be deemed an asset of the business. In these circumstances, we may disclose your personal data to the prospective buyer of our business, subject to both parties entering into appropriate confidentiality undertakings. Similarly, we may share your personal data if we are under a duty to disclose data in order to comply with any legal obligation or to protect the rights, property, or safety of Aspire Business Software, our customers, or others. This includes but is not limited to exchanging information with other companies and organisations for the purposes of fraud protection, credit risk reduction and dispute policies. However, we will take steps with the aim of ensuring that your privacy rights continue to be protected.

Your Rights

In preventing the use or processing of your personal data, it may delay or prevent us from fulfilling our contractual obligations to you. It may also mean that we shall be unable to provide our services or process the cancellation of your service.

You have the right to object to our use of your personal data, or ask us to delete, remove or stop using it if there is no need for us to keep it. This is known as your right to be forgotten. There are legal and accountancy reasons why we will need to keep your data, but please do inform us if you think we are retaining or using your personal data incorrectly.

Our Privacy Notice shall be made clear to you at the point of collection of your personal data. You have the right to ask us not to process your personal data for marketing purposes. If you choose not to receive marketing communications from us about our products and services, you will have the choice to unsubscribe using the link on our emails, or you can email your request to unsubscribe.

We will not contact you for marketing purposes unless you have given us your prior consent.

Accessing and updating your data

To maintain the accuracy of your information and ensure all your details, including but not limited to, name, address, title, phone number, e-mail address are up to date, you can do this by updating your profile on our Support Portal. You can also email us if any of your details change and we can update our records.

You have the right to access the information we hold about you. Please email your requests to support@aspirebusinesssoftware.com so that we can obtain this information for you.

Links to other sites

Aspire Business Software may provide links to third party sites. Since we do not control those websites, we encourage you to review the privacy policies of these third party sites. Any information that is supplied on

these sites will not be within our control and we cannot be responsible for the privacy policies and practices of these.

Where we store your personal data

All information you provide to us is stored on our secured servers within the EEA.

As the transmission of information via the internet is not completely secure, we cannot guarantee the security of your data transmitted to our site and 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.

When sending any data to Aspire Business Software (for example for a Support call) you warrant that you have obtained the express consent from the third party for the disclosure and use of their personal data. You must also ensure that the files are suitably encrypted and protected before uploading to Aspire servers.

Where we have given you (or where you have chosen) a password which enables you to access certain parts of our website, you are responsible for keeping the password confidential. We ask you not to share a password with anyone.

Liability

We agree to take reasonable measures to protect your data in accordance with applicable laws and in accordance with our General Terms and Conditions.

Data Breaches

In the event of a data breach, we shall ensure that our obligations under applicable data protection laws are complied with where necessary.

Contact us

Please e-mail any questions or comments you have about privacy to us at support@aspirebusinesssoftware.com.

Your right to make a complaint

You have the right to make a complaint about how we process your personal data to the Information Commissioner:

<https://ico.org.uk/concerns/>

*Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow*



ASPIRE BUSINESS SOFTWARE LTD PRIVACY NOTICE

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