

Privacy Policy

1. Services

This is the Privacy Policy for flexiva.co.uk provided by Business Software Group.

We may occasionally modify this Privacy Policy, which is permanently available at: [www.flexiva.co.uk](https://flexiva.co.uk). Your continued use of our Services after we publish any changes to this Privacy Policy means that you are consenting to the updated Privacy Policy.

2. Consent

If you use our services, you consent to the collection, use and sharing of your personal data under this privacy policy and other documents referenced under this privacy policy. Please visit our secure online portal to review your privacy preferences in line with the most recent data protection legislation: <https://flexiva.co.uk/support>

3. Data Retention

We retain the personal data you provide while your account is in existence or as needed to provide you Services. You may choose to request removal of your personal data at any time. In some cases we will not be able to remove your data with immediate effect as we will need this data to continue providing services under an active service agreement.

4. Security

We implement security safeguards designed to protect your data when you use our online services, such as HTTPS/SSL which is an industry standard practice.

We also implement strict security controls across our internal CRM and Helpdesk systems and cloud infrastructure, including security best practices, systems and configurations.

5. Cross-Border Data Transfers

We use the Amazon Web Services cloud infrastructure, therefore the data we hold about you as our customer within our CRM system is stored within the Amazon Cloud as well as any configurations associated with products and services supplied.

6. Information We Collect

To operate our website and/or online services it is essential to collect or process certain data, such as the following:

6.1 Information regarding your visits to our website, visited pages and also traffic data, location data, weblogs, and any communication data (these items are included, but not limited to those specified).

6.2 Forms filled out on our website and online portals allow us to register specific information about you.

6.3 Any data collected from communications to us from you, for any reason.

6.4 We are a service provider to our customers and have no direct relationship with the customer's own customers or any individual whose personal information a Business Software Group customer processes. If you are a contact whose data is controlled by one of our customers and would no longer like to be contacted by a person or entity that uses our Service, please contact the customer that you interact with directly. If you are a Business Software Group customer and would like to update your account, please login to our customer portal at <https://flexiva.co.uk/support>

7. Service Use, Cookies and Similar Technologies

7.1 We may log usage data when you visit or otherwise use our services. We may use log-ins, cookies, device information and internet protocol (“IP”) addresses to identify you and log your use.

7.2 We may also use other technologies, including pixels, click trackers, URL redirectors and device identifiers to recognize you and/or your device(s) on, off and across different services and devices.

7.3 We may gather certain information automatically and store it in log files. This information includes internet protocol (IP) addresses, browser type, internet service provider (ISP), referring/exit pages, operating system, date/time stamp, the files viewed on our site (e.g., HTML pages, graphics, etc.), to analyse trends in the aggregate and administer our online service.

7.4 Where applicable, cookies may be used. A cookie file is a standard text file which is stored on your hard drive when you visit certain web sites and helps us improve our site and services to you. By using our services or visiting any of our websites, you agree to the use of cookies.

7.5 All of Business Software Group web services and websites make extensive use of client-side JavaScript. Please note that if you disable JavaScript on your browser, you may experience limited access to our services.

7.6 Many browsers allow a private mode to be activated through which the cookies are always erased after the visit. Depending on each browser, this private mode can have different names.

8. How We Use Your Data

By “Your Data” we are referring to data which is related to you as a Contact registered on our CRM system.

8.1 We use the data that we have about you to provide, support, personalise and make our Services more relevant and useful to you as well as keeping records of customer activity, administer a customer account, respond to a service or support request.

8.2 We use your data to authenticate you and authorise access to our Services.

8.3 We track all email communications between you and our sales and support teams.

8.4 We track all support issues which you raise, using our helpdesk system, which is integrated with our CRM system.

8.5 You have choices about how we use your data. These choices can be adjusted using our online portal: <https://flexiva.co.uk/support>

8.6 We send you e-mail communications, including our monthly newsletters, key technology update newsletters and other e-mail communications, such as technical support updates as well as marketing and/or sales communications.

8.7 We may contact you using e-mail, telephone, SMS, online portals, online chat services and push notifications, with marketing-related content.

8.8 We will send you messages about the availability of our Services, security, or other service and product-related updates.

8.9 Any commitments we made to you may require use of your information, used only to fulfil your request.

8.10 We use your data if we think it’s necessary for security purposes or for legal reasons.

You may change your communications preferences at any time. Please be aware that you cannot opt out of receiving service messages from us, including security and legal notices, as well as messages relating to active contractual services, including but not limited to technical support communications.

9. Personal Data Storage and Retention

9.1 It is possible that we may collect and transfer data to locations outside of the European Economic Area, specifically to be used by a company who works for us or a supplier we have. An example is where we may process and conclude your order by using payment details or offering support services. You have agreed to this communication by processing and finalising your order. At any time you provide personal data, you agree to a transfer for processing and storage. We take all reasonable steps to ensure the safety of the data transfer in agreement with this privacy policy.

9.2 Data you provide us with will be stored on secure servers. Any transaction details will be encrypted to provide you with maximum security.

9.3 Transmission of data via the internet is never completely secure, thus a guarantee of data sent electronically or transmitted cannot be given. Information offered is therefore at your own risk. It is your full responsibility to ensure the confidentiality of all passwords.

9.4 We may retain your information for as long as your account is active or as needed to provide you with our Services, or comply with our contractual and/or legal obligations, or to resolve disputes and enforce our agreements.

9.5 When the purpose for which we process your personal information is fulfilled, expires or is terminated, we will, upon request, provide you with a copy of your personal information stored by us, and we will then either delete or anonymise/de-identify any remaining personal information in accordance with our customer agreements.

10. How We Share Your Information

10.1 If applicable, we may share your personal information within our organisation. This will include subsidiaries or holding companies we may work with, as well as their subsidiaries if any.

10.2 Personal Information may be shared with third parties relevant to the provisioning and delivery of our products and services.

10.2.1 If we sell part or all of our business or assets we may share personal information to a third party.

10.2.2 When legally requested, we may share your information.

10.2.3 Fraud protection and to minimise credit risk may require sharing of your information.

10.2.4 We currently do not share personal data with third parties for their direct marketing purposes without your express permission.

10.3 We use others to help us provide our Services (e.g., maintenance, analysis, audit, payments, fraud detection, marketing and development). They will have access to your information as reasonably necessary to perform these tasks on our behalf and are obliged not to disclose or use it for other purposes.

11. Third Party Links

Third party links to websites are not included in our privacy policy. You will need to check their own specific privacy policy. We do not accept liability or responsibility for third party links and their privacy policies.

12. Information Access

The Data Protection Act 1998 (subsequently revised and released in May 2018) provides you with rights to access any information we may collect and store about you. If you wish to access this data please provide your full contact details when contacting us.

According to The General Data Protection Regulation (GDPR) (EU) 2016/679, you have the right to view personally identifiable information we may hold about you, the right to rectify this information, the right to request removal of this information, the right to restrict processing of this information and the right to request a copy of this information. Please use our secure online portal, available online, on any device, at: <https://flexiva.co.uk/support>

Data Subject Rights	How We Comply
Right to be Informed	On a monthly basis and no more than 30 days after your contact has been added to our internal CRM system, you will be notified (via email) that we hold your contact details (name, surname, email, work telephone, mobile telephone, company name or any combination of these)
Right to Access	As soon as you are notified of your details having been added to our CRM system (or at any point thereafter) you are able to securely visit our client portal and view the details we hold on file.
Right to Data Portability	As soon as you are notified of your details having been added to our CRM system (or at any point thereafter) you are able to securely visit our client portal and request a copy of your personal contact details, which will be automatically sent to your contact e-mail in CSV format.
Right to Rectification	As soon as you are notified of your details having been added to our CRM system (or at any point thereafter) you are able to securely visit our client portal and rectify the details we hold on file.
Right to Object	As soon as you are notified of your details having been added to our CRM system (or at any point thereafter) you are able to securely visit our client portal and object to receiving communications.
Right to Erasure	As soon as you are notified of your details having been added to our CRM system (or at any point thereafter) you are able to securely visit our client portal and request removal from our system.
Right to Restrict Processing	As soon as you are notified of your details having been added to our CRM system (or at any point thereafter) you are able to securely visit our client portal request that your details are no longer processed or subject to restricted processing.
Right in Relation to Automated Decision Making and Profiling	Business Software Group does not process your data for the purpose of automated decision making or profiling.

13. Legal Disclosures

It is possible that we will need to disclose information about you when required by law.

14. Contacting Us

If you have questions or complaints regarding this Policy, please contact our data protection team using the contact details published on our web site at www.flexiva.co.uk.