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## Cannon Communications Ltd Customer Privacy Notice

This privacy notice tells you what to expect us to do with your personal information.

## Contact details

### Email

info@cannoncomms.co.uk

## What information we collect, use, and why

We collect or use the following information to **provide services and goods, including delivery**:

* Names and contact details
* Website user information (including user journeys and cookie tracking)
* Call recordings

We collect or use the following information for **the operation of customer accounts and guarantees**:

* Names and contact details
* Addresses
* Payment details (including card or bank information for transfers and direct debits)
* Purchase history
* Account information, including registration details
* Information used for security purposes
* Marketing preferences

We collect or use the following information for **service updates or marketing purposes**:

* Names and contact details
* Marketing preferences
* IP addresses
* Website and app user journey information
* Records of consent, where appropriate

We collect or use the following information to **comply with legal requirements**:

* Name
* Contact information

## Lawful bases

Our lawful bases for collecting or using personal information to **provide services and goods** are:

* Consent
* Contract
* Legal obligation

Our lawful bases for collecting or using personal information for **the operation of customer accounts and guarantees** are:

* Consent
* Contract
* Legal obligation

Our lawful bases for collecting or using personal information for **service updates or marketing purposes** are:

* Consent

Our lawful bases for collecting or using personal information for **legal requirements** are:

* Legal obligation

## Where we get personal information from

* People directly
* Publicly available sources

## How long we keep information

We will only retain your personal information for the period of time which is necessary for us to fulfil the purpose for which the information has been collected.

Our standard retention period is six months following the end of your contract with us. Following this period your personal information will be deleted or anonymised.

We may retain personal information for a longer period where the user has given consent, as long as the consent is not withdrawn. We may also retain personal information for a longer period where required to fulfil a legal obligation.

Once personal information is deleted following the end of the retention period, the right to access, erase, rectify and the right to data portability cannot be enforced.

## Who we share information with

### Data processors

**Wix.com**

This data processor does the following activities for us: Host our website

### Others we share personal information with

* Professional or legal advisors
* Relevant regulatory authorities
* External auditors or inspectors
* Warranty and guarantee providers
* Professional consultants
* Organisations we’re legally obliged to share personal information with
* Other relevant third parties in order to fulfil your contract, ie our channel partners or mail companies.

## Sharing information outside the UK

Where necessary, our data processors may share personal information outside of the UK. When doing so, they comply with the UK GDPR, making sure appropriate safeguards are in place. Please contact us for more information.

## Your data protection rights

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your personal data.

**Your right to rectification** - You have the right to ask us to rectify personal data you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal data in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal data in certain circumstances.

**Your right to object to processing** - You have the right to object to the processing of your personal data in certain circumstances.

**Your right to data portability** - You have the right to ask that we transfer the personal data you gave us to another organisation, or to you, in certain circumstances.

**Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent.

You don’t usually need to pay a fee to exercise your rights. If you make a request, we have one calendar month to respond to you.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

### How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we’ve used your data after raising a complaint with us, you can also complain to the ICO.

The ICO’s address:

Information Commissioner’s Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

Website: [https://www.ico.org.uk/make-a-complaint](https://ico.org.uk/make-a-complaint/)

## Last updated

25 July 2024