



Data Privacy Notice

INTRODUCTION

VoicePower Ltd ("We") are committed to protecting and respecting your privacy.

This policy and any other documents referred to on it, sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.

The rules on processing of personal data are set out in the General Data Protection Regulation (the "GDPR").

1. Definitions

Data controller - A controller determines the purposes and means of processing personal data.

Data processor - A processor is responsible for processing personal data on behalf of a controller.

Data subject – Natural person

Categories of data: Personal data and special categories of personal data

Personal data - The GDPR applies to 'personal data' meaning any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier (as explained in Article 6 of GDPR). For example name, passport number, home address or private email address. Online identifiers include IP addresses and cookies.

Special categories personal data - The GDPR refers to sensitive personal data as 'special categories of personal data' (as explained in Article 9 of GDPR). The special categories specifically include genetic data, and biometric data where processed to uniquely identify an individual. Other examples include racial and ethnic origin, sexual orientation, health data, trade union membership, political opinions, religious or philosophical beliefs.

Processing - means any operation or set of operations which is performed on personal data or on sets of personal data, whether or not by automated means, such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction.

Third party - means a natural or legal person, public authority, agency or body other than the data subject, controller, processor and persons who, under the direct authority of the controller or processor, are authorised to process personal data.

2. Who are we?

VoicePower Ltd is the data controller. This means we decide how your personal data is processed and for what purposes. Our contact details are: VoicePower Ltd, 3 Hornbeam Square South, Harrogate, North Yorkshire, HG2 8NB, Telephone: 01423 870 476, email: info@voicepower.co.uk Twitter: @VoicePowerLtd
VoicePower Ltd's Directors are Sonja Brown sonja@voicepower.co.uk and Vicky Humberstone vicky@voicepower.co.uk For all data processing matters contact Liam Maly, Office Manager on 01423 870 476 or liam@voicepower.co.uk

3. The purpose(s) of processing your personal data

We use your personal data for the following purposes:

To provide you with updates to product information, industry news, newsletters, hints and tips, invitations to free webinars/events, product recall notices/end of life information, firmware and software upgrade information, matters relating to your purchase and maintenance/software assurance and support agreements if applicable.

4. The categories of personal data concerned

With reference to the categories of personal data described in the definitions section, we process the following categories of your data:

- ✔ Personal data: Name, Job title (where supplied), company name, work address, work email, personal email (when this is provided), phone number (landline or mobile whichever is provided)
- ✔ Special category data: There may be occasions where we need to collect data surrounding special educational needs, learning difficulties, disabilities or health issues, this data is only kept for the length of your contract with VoicePower and is only used to fulfil and tailor our training services, this data is not shared with third parties.

We have obtained your personal data from various sources, including:

- ✔ when ordering our products and in order that we can fulfil the order
- ✔ when registering your interest in our products/services, you may have requested a quotation, and or information
- ✔ when registering to enrol in a webinar or attend an event we are hosting
- ✔ when registering to receive our newsletter
- ✔ at exhibitions and events we have attended where we met you
- ✔ we may have been supplied with your data from our partners in order to provide the information, service or proposal you were seeking
- ✔ on occasions data may have been purchased from GDPR compliant parties in order to carry out direct marketing of relevant products and services
- ✔ Social media platforms such as LinkedIn and Twitter and websites may be used to source data for relevant marketing purposes.
- ✔ VAT Exemption certificate
- ✔ Website contact form

5. What is our legal basis for processing your personal data

a) Personal data (article 6 of GDPR)

Our lawful basis for processing your general personal data:

<input type="checkbox"/> Consent of the data subject;	- In the form of sign / accepted Terms and Condition forming part of the order - In the form of explicit acceptance by 'opting in' when invited to do so
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<input type="checkbox"/> Processing necessary for the performance of a contract with the data subject or to take steps to enter into a contract	- Supply and support of digital dictation, speech recognition and associated technologies
<input type="checkbox"/> Processing necessary for the purposes of the legitimate interests of the data controller or a third party, except where such interests are overridden by the interests or fundamental rights or freedoms of the data subject	- Information and marketing relating to technologies of legitimate interest to the data subject

b) Special categories of personal data (article 9 of GDPR)

Our lawful basis for processing your special categories of data:

<input type="checkbox"/> Consent of the data subject	- In the form of sign / accepted Terms and Condition forming part of the order
<input type="checkbox"/> Processing necessary for the performance of a contract with the data subject or to take steps to enter into a contract	- Supply and support of digital dictation, speech recognition and associated technologies
<input type="checkbox"/> Declaration on VAT exemption certificate	- In the form of signed / declared VAT exemption certificate for order processing

6. Sharing your personal data

Your personal data will be treated as strictly confidential, and will be shared only with VoicePower’s employees, manufacturers where data is required for EULA (End User Licence Agreement) and data processors.

7. How long do we keep your personal data?

We keep your personal data for no longer than reasonably necessary and we only retain your data for the following purposes and use the following criteria to determine how long to retain your personal data:

As a VoicePower client:

- ✔ whilst you have software which you purchased from VoicePower which may or may not be supported and which may or may not be in product lifetime
- ✔ whilst you have hardware which you purchased from VoicePower which is still / or isn’t covered by warranty
- ✔ whilst you have an active support contract or software maintenance (also known as software assurance) with VoicePower

When you are not an active VoicePower client:

- ✔ whilst we have your consent to contact you with information and promotions (as outlined in point 4)

8. Providing us with your personal data

You are under an obligation to provide your personal data to us as it is required to process your order and to licence any software purchased to you under the EULA (End User Licence Agreement). In addition to this we need your personal data in order to provide training and support services you may order from us.

If you do not provide your data we will not be able to fulfil your order and we will not be able to send you information in relation to your purchase or that may be of interest to you in the future.

If you are not a client of VoicePower’s but you are interested in our products or services or may be interested in the future we will need your data in order to keep you informed on the latest developments with the technologies; this may be supplied in various formats and will be primarily by email. Once you have given consent you may opt out of receiving this information at any time.

9. Your rights and your personal data

Unless subject to an exemption under the GDPR, you have the following rights with respect to your personal data:

- ✔ The right to request a copy of the personal data which we hold about you;
- ✔ The right to request that we correct any personal data if it is found to be inaccurate or out of date;
- ✔ The right to request your personal data is erased where it is no longer necessary to retain such data;
- ✔ The right to withdraw your consent to the processing at any time, where consent was the lawful basis for processing the data.
- ✔ The right to request that we provide you with your personal data and where possible, to transmit that data directly to another data controller, (known as the right to data portability), (where applicable i.e. where the processing is based on consent or is necessary for the performance of a contract with the data subject and where the data controller processes the data by automated means);
- ✔ The right, where there is a dispute in relation to the accuracy or processing of your personal data, to request a restriction is placed on further processing;
- ✔ The right to object to the processing of personal data, (where applicable i.e. where processing is based on legitimate interests (or the performance of a task in the public interest/exercise of official authority); direct marketing and processing for the purposes of scientific/historical research and statistics).

10. Transfer of data abroad

We do not transfer personal data outside of the EEA

11. Automated decision making

We do not use any form of automated decision making in our business.

12. Use of Cookies

A cookie is a type of information that a website puts on your computer, in order to remember something about you at a later time. When someone visits our website, we use cookies to track the number of visitors to our website and to help us to improve the overall visitor experience (via Google Analytics). These cookies do not collect or store any personally identifiable information. You may delete and block all cookies from this site, but parts of the site may not work. If you prefer for us to not collect cookies, you may refuse the use of cookies.

Most web browsers allow some control of most cookies through the browser settings. To find out more about cookies, including how to see what cookies have been set and how to manage and delete them, visit www.allaboutcookies.org

13. Further processing

If we wish to use your personal data for a new purpose, not covered by this Data Privacy Notice, then we will provide you with a new notice explaining this new use prior to commencing the processing and setting out the relevant purposes and processing conditions.

14. Change to our privacy policy

Any changes we may make to our privacy policy in the future will be posted on our webpage and, where appropriate, notified to you by e-mail and on our Twitter feed. Please check our website frequently to see any updates or changes to our privacy policy.

15. How to make a complaint

To exercise all relevant rights, queries or complaints please in the first instance contact our data protection representative Liam Malyn, Office Manager on 01423 870 476 or liam@voicepower.co.uk

If this does not resolve your complaint to your satisfaction, you have the right to lodge a complaint with the Information Commissioners Office on 03031231113 or via email <https://ico.org.uk/global/contact-us/email/> or at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF, England.