



Loop Voice and Data General Protection Statement (GDPR)

A new data protection regulation (GDPR) comes in to effect on the 25th May 2018, this will not impact the way Loop Voice and Data currently support and supply your services. However, it will change the way we hold and process your data.

You will have more control over your personal data to ensure it is used for the express purpose it was collected for.

As a supplier and maintainer of Telecommunication Equipment and Services we require to hold certain information about our clients.

To summarise some of the key information we hold: -

- Contact details, including name, address, telephone numbers and email addresses.
- Payment information
- Details of services with Loop
- Telecommunication System Detail
- Remote details for support

This information is sourced from you the client directly and from information gathered by our representatives on site visits, from time to time updated information is requested, either by email, written communications or verbally, you will have the ability to opt out at anytime.

What will we do with your personal data?

We will use this data to manage your account and to support your communications equipment that Loop Voice and Data maintain on your behalf.

From time to time it might be necessary to share this information, for example a third party to help us carry out our duties on your behalf.

How long will we hold your data?

We will only keep your personal data for as long as we look after your services.

Your rights?

You have the right to access and obtain a copy of the personal data that we hold about you and to ask us to correct any information if there are any errors or information is out of date. In some circumstances you may also have the right to restrict the processing of your personal data, to object to processing or to the transfer or erase your personal data.

You can obtain further information about these rights from the Information Commissioners Office at www.ico.org.uk or via telephone helpline (0303 123 1113).

If you wish to exercise any of these rights please contact admin@loopvoiceanddata.co.uk.

We may from time to time ask for further information from you. If you do not provide such information or ask that the personal information we already hold is deleted or restricted, this may affect the support Loop Voice and Data can offer.

Loop Voice and Data working towards full GDPR compliance.