

Privacy policy

Last Updated May 2020

INFORMATION COLLECTION AND USE

When you interact with us through our website or related services, we may collect information from you, as described below. Intouch Monitoring Ltd is the sole owner of the information collected on this site. We will not sell, share or rent this information to others in ways different from what is disclosed in this statement.

PURPOSE OF PROCESSING AND LEGAL GROUNDS

We may process your personal information for our legitimate business interests e.g. direct marketing / data analytics / modifying or improving our services / identifying usage trends / determining the effectiveness of promotional campaigns and advertising.

"Legitimate interests" means the interests of our company in conducting and managing our business to enable us to give you the best service/products and the best and most secure experience. For example, we have an interest in making sure our marketing is relevant for you, so we may process your information to send you marketing that is tailored to your interests.

When we process your personal information for our legitimate interests, we make sure to consider and balance any potential impact on you (both positive and negative), and your rights under data protection laws. Our legitimate business interests do not automatically override your interests - we will not use your Personal Data for activities where our interests are overridden by the impact on you (unless we have your consent or are otherwise required or permitted to by law).

CATEGORISATION

We collect and retain user information including but not limited to name, email address, telephone numbers, company details and roles. We categorise data based on user sectors and roles. The purpose of this categorisation is to ensure subscribers only receive direct marketing based on relevant and interested subjects.

DATA RETENTION

Data will be retained securely within our database until such time as the subscriber requests removal or we deem the data is no longer valid. The user has the right to withdraw consent at any time. The user has the right to lodge a complaint via info@intouchmonitoring.com.

LOG FILES

We use IP addresses to administer the site, track user movement and gather demographic information for aggregate use. IP addresses can be linked to identifiable information including company domain names.

COOKIES

Intouch is hereby allowed by the users to leave a "cookie" on their browser and authorised to use the resulting data. You are advised to log out if you share this computer with other persons and if you leave cookies enabled on your IT equipment. A cookie is an alphanumeric identifier transferred to the user's hard disc by its Internet browser enabling Intouch to recognise and offer services. We use cookies to record session information, customise Web page content based on visitors' browser type or other information that the visitor sends. We may use third party website analytic tools such as Google Analytics on our website that employ cookies to collect certain information concerning your use of our website. However, you can disable cookies by changing your browser settings. Further information about the procedure to follow in order to disable cookies can be found on your Internet browser provider's website.

CHANGES

If our information practices change at some time in the future, we will post the policy changes to our Web site to notify you of these changes and provide you with the ability to opt out of these new uses. If you are concerned about how your information is used, you should check back at our Web site periodically.

LINKS

This website contains links to other industry related sites. We are not responsible for the privacy practices of linked websites. Read the privacy statements of each website that collects identifiable information.

SUBSCRIBER MANAGEMENT

Intouch ensures all marketing communication complies with data protection law, including the European General Data Protection Regulation (GDPR).

Intouch only distributes direct marketing materials to subjects if we are satisfied legitimate interest exists. Before new subjects are included in our subscriber list we establish legitimate interest and provide information recommending inclusion in our direct mailing campaigns. All subjects have a clearly defined option to decline inclusion or unsubscribe on receipt.

All direct mailings have a clearly visible option to unsubscribe from future services. Unsubscribe requests are strictly adhered to and are permanently removed from the relevant mailing lists.

CORRECTION / UPDATING / REMOVING PERSONAL INFORMATION

If a user's personally identifiable information changes, or if a user no longer desires our service, we will correct, update or permanently remove that user's personal data.

We will provide full details of any personal data that we retain on request.

To request the full details or the removal of your personal data, please contact us using the details on our contact page.

PAYMENTS

We may provide paid products and/or services within our service. In that case, we may use third-party services for payment processing (e.g. payment processors).

We will not store or collect your payment card details. That information is provided directly to our third-party payment processors whose use of your personal information is governed by their Privacy Policy. These payment processors adhere to the standards set by PCI-DSS as managed by the PCI Security Standards Council, which is a joint effort of brands like Visa, Mastercard, American Express and Discover. PCI-DSS requirements help ensure the secure handling of payment information.

Stripe

Their Privacy Policy can be viewed at <https://stripe.com/us/privacy>

PayPal

Their Privacy Policy can be viewed at <https://www.paypal.com/webapps/mpp/ua/privacy-full>

Go Cardless

Their Privacy Policy can be viewed at <https://gocardless.com/en-eu/legal/privacy/>

When You use our service to pay a product and/or service via bank transfer, we may ask you to provide information to facilitate this transaction and to verify Your identity.

MISCELLANEOUS

We may use third-party Service Providers to provide better improvement of our Service.

FreshDesk

FreshDesk is a customer support software. The service is operated by Freshworks, Inc.

FreshDesk service may collect information from Your Device.

The information gathered by FreshDesk is held in accordance with its Privacy Policy:

<https://www.freshworks.com/privacy/>

QUESTIONS & COMMENTS

If you have any questions or comments regarding this Privacy Policy, please contact us using the details on our contact page <https://www.intouchmonitoring.com/contact.html>