

# Customer Retention Policy

As a company we collect and store the following data. This data is stored securely, regularly checked for accuracy and data purged at the required times.

PERSONAL DATA	PURPOSE OF PROCESSING			WHAT IS THE LEGAL BASIS FOR PROCESSING			RETENTION PERIOD
Name	Necessary in the performance of contract	OR	Marketing purposes (consent provided)	Contract to supply goods or services requested	OR	Consent provided to retain data for Marketing purposes	Data will be kept for duration of any contract you hold with us, on termination of fore mentioned contract records will be kept for two years for historical records/purposes only. If consent withdrawn for marketing purposes data will be purged with immediate effect.
Email Address	Necessary in the performance of contract	OR	Marketing purposes (consent provided)	Contract to supply goods or services requested	OR	Consent provided to retain data for Marketing purposes	Data will be kept for duration of any contract you hold with us, on termination of fore mentioned contract records will be kept for two years for historical records/purposes only. If consent withdrawn for marketing purposes data will be purged with immediate effect.
Personal Mobile Phone Number	To assist with the performance of contract, However, details stored on file only if provided by yourselves.	OR	Marketing purposes (consent provided)	Contract to supply goods or services requested. Details processed & retained only if provided by yourselves.	OR	Consent provided to retain data for Marketing purposes	Data will be kept for duration of any contract you hold with us, on termination of fore mentioned contract records will be kept for two years for historical records/purposes only. If consent withdrawn for marketing purposes data will be purged with immediate effect.
Profile link from LinkedIn	To assist with the performance of contract, However, details stored on file only if provided by yourselves.	OR	Marketing purposes (consent provided)	Contract to supply goods or services requested. Details processed & retained only if provided by yourselves.	OR	Consent provided to retain data for Marketing purposes	Data will be kept for duration of any contract you hold with us, on termination of fore mentioned contract records will be kept for two years for historical records/purposes only. If consent withdrawn for marketing purposes data will be purged with immediate effect.
CUSTOMER DATA	PURPOSE OF PROCESSING			WHAT IS THE LEGAL BASIS FOR PROCESSING			RETENTION PERIOD
Connection Details for remote access	Necessary in the performance of contract			Contract to supply goods or services requested			Ticket details are kept Indefinitely: records kept for historic purposes, to reference and as a knowledge base for training. Connection Details will be retained for 6 months after termination (in the event a problem occurs) then removed from our system.
Customer data	Necessary in the performance of contract			Contract to support goods or services requested.			N/A - no customer data stored or retained.