

Privacy Notice – Applicable Business Services

This privacy notice tells you about the information we process about you whilst you utilise business services provided by Applicable, and in some aspects after you cease using those services. In delivery of our business services information at time we serve as data controller and at times as data processors and, by law, we are required to provide you with information about us, about why and how we use your data, and about the rights you have over your data.

Who are we?

We are Applicable Ltd (Applicable). a company registered in England and Wales (Company No. 03426111 whose registered office is at 3rd Floor 28-28 Hammersmith Grove London W6 7HA. Our main office of operation is 3120-3130 Great Western Court, Bristol, BS34 8HP. You can contact us by post FAO Data Protection Officer at the above address or by email at dpo@applicable.com.

How do we use your personal data?

As part of utilising business systems

Applicable provide business services e.g. Skype for Business, through channels to end user organisations. Within your role at such organisations you may utilise the online IT systems we provide. The utilisation of such systems results in information of the usage being captured in the system history and related logs. This information is held for our legitimate interests around business contract delivery, quality of service delivery and legitimate interests around subjects such as cyber-security and crime prevention.

Information relating to security logs with Applicable's Security Incident and Event Management (SIEM) solution involves storage on Applicable servers within secured third party datacentres both within and outside of the EEA. A third party supplier aids in the review and reporting on these logs and as these services are provided from the USA and India. This activity constitutes an international transfer. The review supplier are appropriately contracted, have necessary GDPR controls in place for their service and has been cyber-security assessed by a third party supplier.

Circumstances for quality of service or incident resolution could also result in log information being shared with a supplier for achieving resolution. In such instances the supplier will have been GDPR validated and the country from which the support will be provided will be also be validated as being within the UK or Europe (EEA), an approved country for data privacy protection or additional evidence provided that necessary GDPR technical and organisational controls are in place for the information to be shared.

All information is held in line with Applicable's Retention Policy.

We do not use the information gathered to make any automated decisions that might affect you.

Your rights over your information

By law, you can ask us what information we hold about you, request to have access to it, and you can ask us to correct it if it is inaccurate.

In those cases where we process your information for contractual reasons, you can ask us to give you a copy of the information.

If you believe we are not using your information lawfully you can ask us to stop using it for a period of time. In some circumstances, you may have the right to ask us to erase your personal data.

We apply the same high level of data privacy and rights to all employees in all our countries of operation.

To submit a request by email or post, please use the contact information provided above.

Your right to complain

If you have a complaint about our use of your information, we would prefer you to raise it with us in the first instance to give us the opportunity to put it right, in the UK you as escalation you can contact the Information Commissioner's Office via their website at www.ico.org.uk/concerns or write to them at:

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