

Privacy Statement

The following is the policy from General Communications UK Ltd & General Communications Fixed LLP regarding the personal data you may disclose to us when using our website, or by post or in an electronic form, for purposes of credit checking or bill analysing and general housekeeping.

- www.Gencomms.co.uk

Our aim is to respect your privacy and comply with the Data Protection Act 1998 and the forthcoming General Data Protection Regulation (GDPR) May 2018.

The Data Controller

General Communications UK Ltd & General Communications Fixed LLP is the Data Controller for any personal data you give to us. Our full details are:

33 Lambourne Crescent

Cardiff Business Park

Llanishen

Cardiff

CF14 5GF

Telephone: 02920 752628

Email: customerservices@gencomms.co.uk

What Personal Data Do We Collect And How Is It Used?

General Communications UK Ltd & General Communications Fixed LLP is a third party data processor on behalf of EE, Chess, O2, Vodafone, Entanet, Channel Telecom & Gamma and receive data files which enables the processing of connections and Billing Personal information received in these data files includes:

- IMEI number
- SIM number
- Mobile number
- Customer name

- Bank Details for DD payments
You may wish to see the above companies policies, please use the links below
<https://chessict.co.uk>
<https://www.o2.co.uk>
<https://www.vodafone.co.uk/>
<https://www.gamma.co.uk>
<https://www.channeltelecom.com>
<https://www.enta.net>

Data Protection law says that we are allowed to use personal information only if we have a proper reason to do so. The law says we must have one or more of these reasons:

- To fulfil a contract we have with you, or
- When it is our legal duty, or
- When it is in our legitimate interest

A legitimate interest is when we have a business or commercial reason to use your information. But even then, it must not unfairly go against what is right and best for you. If we rely on our legitimate interest, we will tell you what that is.

- Prospect for new customers
- Marketing
- Managing customer quotes and tenders
- Quality monitoring of calls
- Credit checks
- Managing customer accounts/contracts
- Customer retention/cross selling
- Lost customer prospecting
- Fault reporting
- Device repair
- Device Management
- Making sure company property is safe and secure

How Long Do We Keep Your Personal Data?

By law, we have to keep basic information for a minimum of 6 years for tax and compliance purposes.

Protecting And Storing Your Personal Data

General Communications UK Ltd & General Communications Fixed LLP is committed to ensuring that your personal data is secure. In order to prevent unauthorised access or disclosure, we have put in place appropriate technical, physical and managerial procedures to safeguard and secure the information we collect from you.

Email Transmission

The transmission of information via the internet is not completely secure and therefore we cannot guarantee the security of data sent electronically and the transmission of such data by email is entirely at your own risk.

Third Parties

We do not share your information with any third parties with the exception of those to which you are connected through.

Links To Other Sites

Our websites contain links to other websites. We are not responsible for the privacy practices of such other sites. When you leave our site please be sure to read the privacy statements of each and every website that collects personal data about you. This privacy policy applies solely to information collected by General Communications UK Ltd & General Communications Fixed LLP

Your Rights

You are in complete control. You can object or withdraw your consent to the use of your personal data at any time. Though in some cases we may not be able to provide your requested service where the information processing is an integral part of the service. We will tell you if this is likely to be the case. Subject to some legal exceptions, you have the right to:

- request a copy of the personal information General Communications UK Ltd & General Communications Fixed LLP holds about you;
- to have any inaccuracies corrected;
- to have your personal data erased;
- to place a restriction on our processing of your data;
- to object to processing; and
- to request your data to be ported (data portability).

To learn more about these rights please see the [ICO website](#).

Access To Information

The General Data Protection Regulation gives you the right to access the information that we hold about you. Please address any such requests to the Data Protection Officer either by email(dpo@gencomms.co.uk) or letter.

If you are dissatisfied with our response you can complain to the [Information Commissioner's Office](#):

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5A

MARKETING

We may use your personal information to tell you about relevant products and offers. This is what we mean when we talk about 'marketing'.

The personal information we have for you is made up of what you tell us, and data we collect when you use our services.

We study this to form a view on what we think you may want or need, or what may be of interest to you. This is how we decide which products, services and offers may be relevant for you.

We can only use your personal information to send you marketing messages if we have either your consent or a

'legitimate interest'. That is when we have a business or commercial reason to use your information. It must not unfairly go against what is right and best for you.

You can ask us to stop sending you marketing messages by contacting us @ customerservices@gencomms.co.uk

Job application and employment

If you send us information in connection with a job application, we may keep it for up to three months in case we decide to contact you at a later date.

If we employ you, we collect information about you and your work from time to time throughout the period of your employment. This information will be used only for purposes directly relevant to your employment. After your employment has ended, we will keep your file for six years before destroying or deleting it.

Cookies

Cookies are small text files that are placed on your computer's hard drive by your web browser when you visit any website. They allow information gathered on one web page to be stored until it is needed for use on another, allowing a website to provide you with a personalised experience and the website owner with statistics about how you use the website so that it can be improved.

Controlling 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, visit www.aboutcookies.org or www.allaboutcookies.org

Find out how to manage cookies on popular browsers:

- [Google Chrome](#)
- [Microsoft Edge](#)
- [Mozilla Firefox](#)
- [Microsoft Internet Explorer](#)
- [Opera](#)
- [Apple Safari](#)

Use of site by children

We do not sell products or provide services for purchase by children, nor do we market to children.

If you are under 18, you may use our website only with consent from a parent or guardian

This Concludes General Communications Statement