

Privacy Policy



Purpose

Spectrum Telecommunications Ltd ("Spectrum", "we", "us") is committed to protecting your privacy. This policy explains what personal data we collect, why, and what rights you have, in accordance with UK GDPR and the Data Protection Act 2018.

Who we are

Spectrum Telecommunications Ltd is a UK telecoms and IT reseller. For any questions about this policy or how we handle your personal data, contact trish.simms@spectrum-coms.co.uk or write to us at Spectrum Telecommunications Ltd, 4 Faraday Court, First Avenue, Centrum 100, Burton-Upon-Trent, Staffs, DE14 2WX.

What information we collect

We collect personal data that you provide directly (for example, when you make an enquiry, place an order, or contact us), that we receive through your use of our products and services, through your interaction with our website and emails, from CreditSafe as part of standard business credit checks carried out before entering into a commercial agreement (for business customers), and, for sales and marketing purposes, from business contact and prospecting tools we use from time to time, which provide business contact and role information from publicly available or licensed data sources. This may include your name, business contact details (address, phone number, work email), role/job title, and payment/account information. We do not collect sensitive personal data (such as health, religious belief or racial/ethnic origin) or run personal credit checks on individuals. Our credit checks are limited to assessing the businesses we contract with.

How we use your information

We use your information to manage your account and our contract with you, provide and improve our products and services, verify identity and carry out business credit checks, comply with legal and regulatory requirements, prevent fraud, and to send you marketing about our products and services.

Lawful Bases for Processing

Depending on the circumstances, we process personal data on the basis of:

- performance of a contract;
- compliance with a legal obligation;
- our legitimate business interests; or
- consent where required.

Further information about the lawful basis relied upon for specific processing activities can be obtained by contacting us.

Marketing

We may send information about our products and services by email to relevant business contacts where permitted by applicable data protection and marketing laws. We rely on an appropriate lawful basis for this processing and, where required, obtain consent before sending marketing communications.

You can opt out of marketing at any time by using the unsubscribe link in our emails or by contacting us directly. We will respect your choice and maintain a record of your opt-out request to ensure we do not contact you again for marketing purposes.

Website and email tracking

We may use website analytics and business visitor identification services to understand how organisations interact with our website and to improve our marketing and sales activities. These services are intended to identify visiting organisations rather than named individuals. Where cookies or similar technologies are not strictly necessary, we will ask for your consent before setting them.

Sharing your information

We do not sell personal data.

We may share personal data with:

- suppliers, service providers and partners who help us provide our services;
- credit reference agencies and fraud prevention organisations where necessary;
- professional advisers;
- regulators, law enforcement agencies or public authorities where required by law; and
- a prospective purchaser or successor organisation in connection with a merger, acquisition or sale of all or part of our business.

Where third parties process personal data on our behalf, we ensure appropriate contractual and security measures are in place.

Some of our suppliers or service providers may process personal data outside the UK. Where this occurs, we ensure appropriate safeguards are in place in accordance with UK data protection law.

How long we keep your information

We keep personal data only for as long as necessary for the purposes for which it was collected, including to meet legal, regulatory, tax and business requirements.

Customer records are generally retained for the duration of the business relationship and for up to 6 years afterwards.

Business contact information used for marketing purposes is reviewed periodically to ensure it remains accurate, relevant and supported by an appropriate lawful basis.

Where individuals opt out of marketing communications, we retain sufficient information to ensure their preference is respected in the future.

When information is no longer required, it is securely deleted or anonymised.

Your rights

You have the right to: be informed how your data is used; request access to a copy of your data; have inaccurate data corrected; request erasure in certain circumstances; restrict or object to certain processing (including marketing, at any time); receive your data in a portable format; and complain to the Information Commissioner's Office (ico.org.uk) if you are unhappy with how we have handled your data. To exercise any of these rights, contact us using the details above.

Changes to this policy

We may update this policy from time to time; the current version will always be available on our website. This policy does not form a contract and does not create legal rights beyond those you already have under applicable law.

Questions or concerns

Please contact trish.simms@spectrum-coms.co.uk or write to Spectrum Telecommunications Ltd, 4 Faraday Court, First Avenue, Centrum 100, Burton-Upon-Trent, Staffs, DE14 2WX. We will do our best to resolve your concerns, and you always have the right to raise a complaint with the ICO.

Approved by:

Name: Sophia Wormald

Position: General Manager

Document owner	Sophia Wormald, General Manager
Applies to	Anyone whose personal data is collected or processed by Spectrum Telecommunications Ltd
Status	Replaces all previous Privacy Policy versions. Distinct from internal GDPR & Data Protection Policy.
Review cycle	Annually, owned by Sophia Wormald
Next review	01/07/2027