

# Yoozoom Telecom GDPR notice

## Protecting your data

From May 2018 the General Data Protection Regulation (GDPR) will apply to all data we hold about our customers.

We take our responsibility for management of customers data seriously, and have reviewed all our systems and suppliers to ensure that where we store your data, it is held only for legitimate reasons, and is carefully looked after.

We have ensured that our staff, management and board understand the scope and impact of the GDPR. Where appropriate we will be introducing changes to processes and procedures to ensure we fully comply with GDPR.

## Data storage and processing

We store service usage data, such as call records, for billing purposes and also for network management and diagnostic purposes. This data contains individual phone numbers but is not processed by us in a way that personally identifies a subscriber. Some of our cloud services, such as call analytics and call recording, also provide customers with access to their subscriber call data. We may analyse this data in an anonymised or aggregated way to identify ways to improve our network or our services, but this does not allow individual records to be identified. We do not process this data for any other purposes.

We store customer contact information, such as email address and phone number, for marketing purposes only when you have contacted us to enquire about our services, this is in our legitimate interest. When we use third party marketing or advertising services we have ensured that these suppliers are in compliance with GDPR. We do not profile our customer data for marketing or advertising purposes, nor pass on any customer data to third parties for such purposes.

Any data that we store is held securely within the EU and is processed only for the purpose for which it is collected. We follow the principle of Privacy by Design.

## Customer Rights

**Customers and subscribers have clear rights under GDPR which we are fully prepared for:**

- The right to be informed about the personal data that is being held and processed
- The right of access to personal data via a Subject Access Request
- The right to rectification of personal data if inaccurate, incomplete, or out of date
- The right to erasure of data where there is no lawful reason for its continued processing
- The right to restrict processing of data where information is inaccurate or there is an objection to the lawfulness of the processing
- The right to portability of personal data to reuse elsewhere
- The right to object if no legitimate reason exists for the processing of data
- The right to check or challenge automated decision making and profiling

**Please refer to the GDPR regulation or [ico.org.uk](http://ico.org.uk) for full details of these items and the conditions under which it may be appropriate to contact us or make an access request.**

## **Personal data and Subject access requests**

Customers can exercise these rights for themselves or their subscribers by making a request in writing to our Data Protection team using our Data Protection Request Form available to all customers on our Support Portal.

Customers can also update data themselves, or delegate this to their subscribers, using our self-management control panels.

## **Data security and data breaches**

We take all aspects of information security seriously, and are a Cyber Essentials certified organisation. We store all data carefully and apply access controls around all our systems.

Should we have a data breach or be made aware of such in our supply chain we will notify this to the ICO within the prescribed timescales of the GDPR.

## **Data protection officer**

If you require further information regarding data protection, please contact our Data Protection Officer via our Data Protection Request Form.

## **Yoozoom Telecom Data Protection Team**

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