

This document outlines what kind of personal data we collect and under what circumstances, how we use them, retain them and remove them. For the purpose of this policy, the 'personal data' is defined as identifiable information about an individual within your organisation or your clients' organisations that includes your employees, contractors, customers and suppliers.

## 1. What type of data we collect

### **Prospects & Customer Contact data**

Email id, phone number and address of the enquirers who express their interest in one or more of our products & services and the businesses signing-up to one of our products & services eventually.

### **Payroll & Business Contact data**

Payroll and earnings data of the employees and the contractors that includes names, NI number, UTR, address, email, phone numbers, employment history. Financial data containing your business contacts that include name of your business contacts, email ids, phone number and addresses.

## 2. How we collect the data

### **Prospects & Customer Contact data**

We collect this data when you register your interest by submitting an enquiry form (or) signing-up to a trial or paid products/services from our websites. We may also collect this information if you call us on phone to enquire about our products /services. If you sign-up to one of our products & services, your contact details will be collected as part of the license activation process on our cloud services and via a contract form

### **Payroll & Business Contact data**

Occasionally we may request the data from a customer in the event of that customer reporting a technical issue which couldn't be resolved satisfactorily within the terms of our End user licensing & Service Level agreements, other than by Accentra's technical team having direct and exclusive access to the specific data elements. On such occasions, a backup copy of the full database shall be transferred to Accentra's servers via secured FTP or VPN connection as permitted by you. If your data is hosted on a multi-tenancy SaaS licence environment, only records relevant to your organisation shall be transferred to a temporary database running on Accentra's servers using our standard data transfer scripts.

## 3. How we process the data

### **Prospects & Customer contact data**

We use the contact data relevant to enquiries and prospects to follow-up of your interest with the aim to arrange a discussion, presentation of our products and services until you either sign-up to our products/services or express your intention not to pursue your interest with us. We will under no circumstances share your contact information with anyone outside our organisation unless otherwise requested or permitted by you explicitly.

## **Payroll & Business Contact data**

Once the data is transferred to Accentra, before any investigation is carried out by the technical team, all personal data such as names, addresses, contact details including email id, phone numbers shall be replaced with anonymous text using standard scripts. Technical team shall then carry out the investigation either by running the source code on the data or by subjecting the data to validation processes with the aim to trace the cause of the issue.

## 4. Data storage and retention policy

### **Prospects & Customer contact data**

The data will be stored in our CRM and Financial software applications for the purpose of following-up, keeping in touch with you and billing. Prospects data will be deleted from the CRM on request from the relevant individual. Customer data will be retained for the duration of the contract or as stipulated by the legal requirements whichever is longer.

### **Payroll & Business Contact data of Customers**

Our technical team will do everything necessary to trace and fix the reported issue and once the issue is traced and fixed, the transferred data shall be removed permanently from the Accentra servers. In any event, the data shall not be held on Accentra servers for more than 7 working days. If the investigation requires more time, a new request for data shall be made again.

## 5. Further Information

For further information on how we process the data, the data types and categories please refer to our updated Service Level Agreement titled [Accentra Service Level Agreement 2018 \(a\)](#).