

slicedbread

sharedo
built by slicedbread

Privacy Policy

Incorporating GDPR

22nd May 2018

Version 1.2

About sharedo

sharedo, created by slicedbread, is an adaptive case management platform. Built using the best technology stack to solve today's business problems; sharedo improves a firms' productivity and efficiency to help drive successful client outcomes.

Slicedbread build better business apps.

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INTRODUCTION

Welcome to the slicedbread's privacy policy.

slicedbread respects your privacy and is committed to protecting your personal data.

This policy is intended to explain what personal data we may collect about you, where we may obtain your data, how we use your data, and who we may disclose your data to and why.

This policy also explains your data rights; namely how to request access to your data, how to update your data, and how to request that your data be deleted when applicable.

WHO WE ARE

This Privacy Notice applies to all products, applications and services offered by Sliced Bread Limited (a company incorporated in England with company registration number 07481903 and whose registered office address is 70 Stamford New Road, Altrincham, Cheshire WA14 1EE).

DATA PROTECTION PRINCIPLES

We will comply with data protection law. This says that the personal information we hold about you must be:

1. Used lawfully, fairly and in a transparent way.
2. Collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes.
3. Relevant to the purposes we have told you about and limited only to those purposes.
4. Accurate and kept up to date.
5. Kept only as long as necessary for the purposes we have told you about.
6. Kept securely.

THE TYPE OF INFORMATION WE MAY PROCESS

We may Process:

- Contact information: full name, email addresses, phone numbers, associated company, company address
- Job role, previous company/job role
- Contact history (including emails)
- Purchase history (including quotes, invoices)
- Support tickets
- Marketing subscriptions/preferences/consent
- Response to marketing campaigns (such as email opens, clicks within emails)
- Activity on our website (such as pages visited, session length)
- IP address used to access our website
- Contracts

- CVs
- Product use details

We do not record the audio of telephone calls, but we may have a log of when you called, call length, who you spoke to, and what the subject of that call was.

HOW WE COLLECT INFORMATION

To the extent permissible under applicable law, we collect information about you and any other party whose details you provide to us when you:

- register to use our websites, applications or services (including product demonstrations); this may include your name (including business name), address, email address and telephone number;
- are a customer and place an order for our applications or services; this may include your name (including business name), address, contact (including telephone number and email address);
- complete online forms (including call back requests), post any blogs, enter any competitions, download information such as white papers or other publications or participate in any other interactive areas that appear on our website or within our application or service;
- interact with us using social media;
- are a business partner, or a prospective business partner;
- intentionally give us your business contact information or make your business contact information available, for example at a networking event, an industry event, or a meeting;
- contact us requesting assistance with a support request;
- are a job applicant, or a current or former employee;
- contact us offline, for example by telephone, fax, SMS, email or post.

HOW WE USE OF PERSONAL INFORMATION

We will only use your personal data when the law allows us to. Most commonly, we will use your personal data in the following circumstances:

- where we need to perform the contract, we are about to enter into with you, or have entered into with you;
- where we need to comply with a legal, or regulatory obligation;
- where it is necessary for our legitimate interests and your interests and fundamental rights do not override those interests;
- provide, maintain, protect and improve any applications, products, services and information that you have requested from us;
- manage and administer your use of applications, products and services you have asked us to provide;

- manage our relationship with you (for example, customer services and support activities);
- respond to requests for contact, deliver products demonstrations, or provide relevant service or product information and newsletters;
- purchase history is retained for accounting purposes;
- deliver targeted advertising, marketing or information to you which may be useful to you, based on your use of our applications and services;
- monitor, measure, improve and protect our content, website, applications and services and provide an enhanced, personal, user experience for you;
- undertake internal testing of our website, applications, systems and services to test and improve their security, provision and performance, in which case, we would pseudonymise any information used for such purposes, and ensure it is only displayed at aggregated levels which will not be linked back to you or any living individual;
- provide you with any information that we are required to send you to comply with our regulatory or legal obligations;
- contact you to see if you would like to take part in our customer research (for example, feedback on your use of our applications, products and services);
- to monitor, carry out statistical analysis and benchmarking, provided that in such circumstances it is on an aggregated basis which will not be linked back to you or any living individual.

Generally, we do not rely on consent as a legal basis for processing your personal data other than in relation to sending third party direct marketing communications to you via email. You have the right to withdraw consent to marketing at any time by contacting us.

MARKETING

From time to time, we may use your information to contact you with details about our applications, products and services which we feel may be of interest to you. Our marketing communications are sent to professional email addresses and consist of relevant, informative industry and product updates, including blog articles and white papers from slicedbread and other experts. News about industry conferences and other events, about product releases and new versions, and technical information such as knowledge base guides and tutorials. They are sent to our customers, our partners, our prospective customers and our prospective partners, and who have not opted out.

You can also unsubscribe from any email marketing using the links provided in all of these emails we send to you.

You have the right at any time to stop us from contacting you for marketing purposes by sending us an email to privacy@slicedbread.co.uk.

We do not share data with third parties for marketing purposes.

COOKIES

You can set your browser to refuse all or some browser cookies, or to alert you when websites set or access cookies. If you disable or refuse cookies, please note that some parts of this website may become inaccessible or not function properly. For more information about cookies

and instructions on how to adjust your browser settings to accept, delete or reject cookies, see the www.allaboutcookies.org website.

INTERNATIONAL TRANSFERS

We may transfer information outside the EEA (which means all the EU countries plus Norway, Iceland and Liechtenstein) (“EEA”) to execute commercial transactions.

If you follow a link from our website, application or service to another site or service, this Privacy Notice will no longer apply. We are not responsible for the information handling practices of third party sites or services and we encourage you to read the privacy notices appearing on those sites or services.

RIGHTS OF ACCESS, CORRECTION, ERASURE, AND RESTRICTION

Under certain circumstances, by law you have rights under data protection laws in relation to your personal data, as follows:

- Request access to your personal data (commonly known as a “data subject access request”). This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it.
- Request correction of the personal data that we hold about you. This enables you to have any incomplete or inaccurate data we hold about you corrected, though we may need to verify the accuracy of the new data you provide to us
- Request erasure of your personal data. This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it.
- Object to processing of your personal data where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground as you feel it impacts on your fundamental rights and freedoms. You also have the right to object where we are processing your personal data for direct marketing purposes.
- Request the restriction of processing of your personal data. This enables you to ask us to suspend the processing of personal data in the following scenarios: a) if you want us to establish the data’s accuracy; b) where our use of the data is unlawful but you do not want us to erase it; c) where you need us to hold the data even if we no longer require it as you need it to establish, exercise or defend legal claims; or d) you have objected to our use of your data but we need to verify whether we have overriding legitimate grounds to use it.
- If you want to review, verify, correct or request erasure of your personal data, object to the processing of your personal data, or request that we transfer a copy of your personal data to another party, please contact us via email at privacy@slicedbread.co.uk.

You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request for access is clearly unfounded or excessive. Alternatively, we may refuse to comply with the request in such circumstances.

We try to respond to all legitimate requests within one month. Occasionally it may take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.

FURTHER INFORMATION

If you want to request more information, request access to your data, or if you have a question or complaint about our approach to data protection, privacy or security, email us at privacy@slicedbread.co.uk.