

Wavenet Website Privacy Statement

This privacy policy sets out how Wavenet uses and protects any information that you provide when using this website. Should we ask you to provide certain information by which you can be identified when using this website, you can be assured that it will only be used in accordance with this Privacy Statement.

Wavenet Limited (“Wavenet”, “we”, “us”, “our”) recognises that many visitors and users of our website are concerned about the information that they provide to us, and how we treat that information. Wavenet is committed to ensuring that your privacy is protected. As an essential part of our business, we collect and manage website user and visitor data. In doing so, we observe the Data Protection Act 2018 incorporating UK General Data Protection Regulation (“Data Protection Legislation”) and are committed to protecting and respecting our website users’ and visitors’ privacy rights. Specifically, we act as a Data Controller in respect of the information gathered and processed by us. This Privacy Statement sets out how we collect, use and protect any information that you provide when using this website and the basis on which it will be processed.

For the purpose of Data Protection Legislation, the Data Controller is Wavenet Limited, which is a company incorporated and registered in England and Wales with company number 03919664 that is registered with the Information Commissioner’s Office.

This Privacy Statement describes the ways in which we collect, manage, process, store and share information about you as a result of you being our customer or visiting this website. The Privacy Statement also provides you with information on how you can have control over the use of your data.

Information we may collect from you

We may collect and process information that you give to us. Information is collected on an individual basis. We will collect certain information from you when you:

- request information on our products or services
- send us a job application
- participate in surveys.

This information may include, for example:

- your name and job title
- contact information such as your address, telephone number, mobile number, email address
- demographic information such as your postcode, preferences and interests.

Each time you visit our website, we may automatically collect the following information:

- your Internet Protocol (IP) address
- information collected through Google Analytics about your visit, including the full Uniform Resource Locators (URL) clickstream to, through and from our website (including date and time); products you have viewed or searched for; page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks and mouse-overs), and methods used to browse away from the page.

How do we use the information we collect?

We will only use your information when the law allows us to and only for the purposes set out in this

Privacy Statement. These are:

- when you give your consent
- when necessary for the performance of a contract we have entered into, or may be entering into with you
- when necessary to meet our legal obligations, to deal with any complaints and for the enforcement of our terms and conditions
- for our legitimate business interests which include security purposes, improvements to our website, improvements to our products, solutions and services and for general marketing purposes. We will not do so though where our interests are outweighed by your interests, rights and/or freedoms.

We may use your information in the provision and administration of goods and services that you have requested and/or to respond to your queries. This may also include contacting you about our products and services. Where you do not provide us with certain information, we may be unable to process your request or respond to your queries.

We collect information from you to understand your needs, to provide you with a better service and also to understand your use of the website. Your IP address tells us the pages on our website that your device has looked at, whether the page request was successful, and which browser your machine used to view the pages. This data is used for statistical purposes as well as to help us to customise the user experience as you browse the website. We may attempt to contact you through the information you provide if necessary including, without limitation, when you are using the wrong paths to access the website or are breaching restrictions on the use of the website. We may also use this information to block IP addresses where there is any misuse use of our website.

If you purchase or use our products or services, we may use your information for purposes which include but are not limited to:

- verifying your credentials
- verifying your usage of the products and services in accordance with the terms and conditions of your agreement with us
- providing training sessions for which you have registered
- providing maintenance and technical support
- providing information about product upgrades, updates and renewals
- generating logs, statistics and reports on service usage and service performance
- developing and enhancing products and services
- processing orders and generating billing information.

Certain products and services may include features that collect additional information for other purposes, as described in the applicable terms and conditions. For detailed information, please refer to the our terms and conditions.

Disclosure of your information

Whenever we disclose information, we take all reasonable steps to ensure that it is treated securely and in accordance with this Privacy Statement. We may share your information in the following ways:

- with any actual or prospective seller or buyer of our business and/or any assets. Information held by us about our customers and any users will be one of the transferred assets

- with any third parties for the limited purpose of ensuring that you do not receive marketing communications from them on our behalf
- within Wavenet
- in order to comply with any legal obligation or as otherwise permitted by law
- for debt collection purposes
- for security purposes or to protect our rights or those of a third party
- in the conduct or defence of legal claims or in order to enforce our terms and conditions
- for the purposes of the prevention or detection of offences, and/or the apprehension or prosecution of offenders, we may share any information that we collect with the Police, other public or private sector agencies, governmental or representative bodies in accordance with the relevant legislation. This will include public authorities, insurance companies, finance companies and/or other agencies.

Except as set out above, we will not disclose your information unless we need to do so in order to enforce our rights. We will not share your information in ways unrelated to those described above without first providing you with an opportunity to opt out of such use, or otherwise prohibit such unrelated uses.

Opting out of receiving communications from us

If you no longer wish to receive newsletters or any other type of information from us, you may email us at marketing@wavenetuk.com to change your preferences. In addition, please be aware that your ability to opt out from receiving marketing and promotional materials does not change our right to contact you regarding any services you have purchased, or any other transactions.

Where we store your information?

In order to prevent unauthorised access or disclosure, we have in place appropriate technical and organisational measures to safeguard and protect the information we collect online. All information you provide to Wavenet is stored on our secure servers which are located in the UK.

Your rights

You have a number of rights in relation to your personal information. You have the right to:

- request information regarding the personal information that we hold about you and the source(s) of that information. You can request a copy of any information we hold about you. This service is usually free of charge, although we have the right to charge a 'reasonable fee' in some circumstances;
- request that we rectify any inaccuracies in relation to the information we hold;
- in some circumstances, request the erasure of your information or object to the processing of your data;
- object to any direct marketing;
- in some circumstances, request that your information be transferred to you or a new provider if the data is processed automatically;
- withdraw consent to us processing your information. This will not affect the processing already carried out with your consent; and
- lodge a complaint with a supervisory authority. In the UK, this is the Information Commissioner's Office (ICO).

For any enquiries regarding the above rights or if you want to exercise any of these rights, please

contact us by email using the details provided in our Contact section below.

How long do we hold your information?

We will hold onto your information only for as long as is necessary for the purpose for which it was provided to us or collected (eg. for as long as is necessary to provide any services requested by you or to respond to your queries) and in accordance with our Data Retention Policy. Where processing is based on your consent, we shall only process it until such time as you withdraw your consent.

Cookies

Our website uses cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website and also allows us to improve our website. Cookies are pieces of information that a website transfers to your computer's hard disk so that the website can remember who you are. Most websites use cookies. Cookies cannot be used by themselves to identify you. Cookies are also used to collect information about how visitors use our site. We use the information to compile reports and to help us improve the site. The cookies collect information in an anonymous form, including the number of visitors to the site, where visitors have come to the site from and the pages they visited. By using our website you agree that we can place these types of cookies on your computer. You may prevent us from storing a cookie on your computer by setting your browser so that it will not accept cookies. By continuing to browse the site, you are agreeing to our use of cookies. You can disable cookies on your computer by indicating this in the preferences or options menus in your browser.

Links

This Privacy Statement applies to information collected by us. If an email or website contains links to a third party site, please be aware that we are not responsible for the content or privacy practices of such website. We encourage our users to be aware when they leave our website, and to read the privacy policy of other websites that collect personal data.

Contact

If you have any questions regarding this Privacy Statement, please contact us at legal@wavenetuk.com

Notification of changes

We reserve the right to amend or vary this Privacy Statement at any time and the revised Statement will apply from the date it is posted on our website. Please review this page regularly so you are aware of any changes.

This Privacy Statement is effective from 16/06/2023.