

# Access Networks Solutions Ltd

## Privacy Policy

Access Networks Solutions Ltd take your privacy seriously. This Privacy Policy explains what personal information we collect and how we use it.

### 1. Who is Access Networks Solutions and how can you contact us?

Access Networks Solutions Ltd trading address: 17 Hanover Square, Mayfair, London, W1S 1HU.

Access Networks Solutions is responsible for processing the personal information you provide to us.

If there's anything you're unsure about in this Privacy Policy, feel free to contact us at [info@accessnetworks.co.uk](mailto:info@accessnetworks.co.uk) or by telephone on 0345 463 8999 / 020 7518 0325.

### 2. What information we collect

We will need to ask you for certain personal information to give you the best possible service and experience when you contact us (via email, telephone or otherwise) and when you use our products and services.

We only use your personal information to administer your account and to provide the products and services you have requested from us.

### 3. How we use your information

We use your personal information in lots of ways to make our products and services work and that they are as effective as possible.

However, from time to time we would like to contact you with details of other products and services we provide which may be of benefit or interest. You have the right to ask us not to include you in our mailing list and you

can change your preference at any time by contacting us at [info@accessnetworks.co.uk](mailto:info@accessnetworks.co.uk) or calling 0345 463 8999 / 020 7518 0325.

#### 4. Who we share your personal information with

We will not use, divulge or communicate to any person (other than those authorised by you) any confidential information concerning your products, customers, business, accounts, finance or contractual arrangements or other dealings, transactions or affairs which may come to our knowledge in the course of providing the services. You agree to do likewise in relation to confidential information we provide you.

#### 5. Your rights to how we use your personal information

It is important that you understand your rights in relation to your personal information and how you can contact us if you have questions or concerns.

If you've given us consent to process your personal information, you have the right to withdraw that consent at any time by contacting us at [info@accessnetworks.co.uk](mailto:info@accessnetworks.co.uk) or by telephone on 0345 463 8999 / 020 7518 0325.

You can also ask what personal information we hold about you and request that we correct any mistakes, restrict or stop processing, or delete it. It's worth noting that in some cases if you do ask us to correct, delete or stop processing it, we won't always be able to do so and continue to provide a service. If that is the case, we will explain why.

#### 6. How we keep your personal information secure

Online privacy and security is the most important aspect of any customer service and we take it extremely seriously. We use a variety of the latest technologies and procedures to protect your personal information from unauthorised access, destruction, use or disclosure.

We maintain physical, electronic, and procedural safeguards to protect your personal data in secured locations within the UK.

#### 7. How long we keep your personal information for

We will keep your personal information for as long as we need it to provide the services we provide for you. We may also keep it to comply with our

legal obligations, resolve any disputes and enforce our rights. These reasons can vary from one piece of information to the next, and depend on the products or services we provide you, so the amount of time we keep your personal information may vary.

In all cases, our need to use your personal information will be reassessed on a regular basis, and information which is no longer required for any purposes will be securely disposed of.

## 8. Changes to this Privacy Policy

We can update this Privacy Policy at any time and ideally you should check it regularly for updates. We won't alert you to every little change, but if there are any really important changes to the Policy or how we use your information we'll let you know and where appropriate ask for your consent.