



Privacy Policy

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QGate Data Privacy Statement

GENERAL

QGate care about your privacy and we want to be as transparent as possible about how we process 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 access your data, how to update your data, and how to request that your data be deleted.

This policy is under regular review. Please check this page for any policy updates.

Should we suddenly need to process your data in an unexpected way, we will contact you requesting your consent to do so.

PERSONAL 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, orders, invoices)
- Support cases
- Marketing subscriptions/preferences/consent (including opt outs, unsubscribes, revoked consent)
- Activity on our website (such as pages visited, session length)
- IP address used to access our website
- Contracts (therefore signatures)
- CVs
- Response to marketing campaigns (such as email opens, clicks within emails)
- Product use details (including performance data)

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

HOW WE COLLECT PERSONAL INFORMATION

We may obtain information about you when:

- You visit our website
- You engage with us on social media
- You contact us (via web form, email, phone call, conversation) about products or services
- You subscribe to receive our blog updates
- You opt in to receive our newsletter(s)
- You use our products or services
- You contact us requesting assistance with a support query
- You request or use free trials of our products
- You are a paying customer
- You intentionally give us your business contact information or make your business contact information available, for example at a networking event
- You are a job applicant, or a current or former employee

Your contact information may be passed on to us from a partner or vendor if we may be able to help you with our products or services. See here: <https://www.qgate.co.uk/our-network/> for details about vendors we work with. You will usually be previously informed of this by the partner or vendor in question.

USE OF PERSONAL INFORMATION

Contact information may be used to respond to requests for contact, deliver free trials of products, or deliver information or newsletters.

Contact history is used to give you a consistent experience with us, by helping us understand who you have dealt with before and where you are in your requirements.

Purchase history is retained for legal purposes.

Support cases are stored to determine where you are in solving a problem or if you have had a similar problem before.

Marketing subscriptions and opt outs are recorded so we know what material you do and do not want to receive.

Activity on our website is used to improve website experience; for example, by ensuring that our commonly accessed information is easily accessible.

Contracts are retained for legal purposes.

Responses to marketing campaigns are monitored to ensure that our marketing is useful and relevant to you.

For support or development purposes we may require access to your customer database.

Product use details, including performance data, are used to improve our products. Statistical data may be used for external marketing, but only where personal information has been removed.

If you send us your CV, we may choose to retain it for consideration in future recruitment processes.

We do not use automated decision making when processing data.

We may share limited personal data with another vendor to complete a commercial transaction; for example, to obtain product licenses.

DATA RETENTION

Your engagement with us largely indicates our retention period for your personal information. We retain information only for as long as is necessary for the purposes specified in this policy.

Should you cease being a customer of ours, this does not mean that we will instantly delete all of your history with us. We may need to retain it to explain revenue from that period.

MARKETING

We do not share data for marketing purposes.

Our marketing and customer newsletters are sent on an opt-in basis. All our emails that are non-essential for service contain an unsubscribe link.

COOKIES

Cookies are small data files websites may save on your computer or handheld device that usually includes an anonymous unique identifier. Our website may use cookies for user authentication, keeping track of your preferences, promotional campaigns, tracking our audience size and traffic patterns, and in certain other cases.

If you do not wish cookies to be placed on your computer or handheld device, then they can be disabled in your web browser. The option to do so is normally found in your browser's "security settings" section.

Please note that permanently disabling cookies in your browser may hinder your use of our websites as well as other websites and interactive services.

INTERNATIONAL TRANSFERS

We may transfer information outside the EEA execute commercial transactions, as above.

This privacy notice does not cover the links within this site linking to other websites (some of which are based outside of the EEA). We encourage you to read the privacy statements on the other websites you visit.

YOUR DATA RIGHTS

If we hold any personal information about you, then you are entitled to certain data rights.

You have a right to:

- Find out if we have any personal information about you
- Correct any mistakes with data we hold
- Request that we limit our processing
- Request that we remove your data

You can read more about these rights here - <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>

SUBJECT ACCESS REQUESTS

If you want to make a Subject Access Request (SAR), email us using the contact details below. We may require additional identifying information to carry out your request. You will not be charged for making a request or for us delivering your request. We will respond to your request within one calendar month.

COMPLAINTS

If you are concerned about the way we are processing your data, contact us using the details below.

If you still have questions or complaints about your data privacy, you have a right to contact or report a concern to the UK's data privacy supervisory authority, the Information Commissioner's Office -

<https://ico.org.uk/global/contact-us/>

If we unlawfully refuse your request regarding your data rights, you have a right to complain to the Information Commissioner's Office and possibly receive a judicial remedy.

SPECIAL CATEGORY DATA AND CHILDREN'S DATA

QGate do not collect or process special category data from users of this website, individuals who contact us, or users/interested parties of our products and services.

We may only process information of a person under the age of 16 for work experience purposes.

If we receive any special category information (for example, in a CV sent to us) it is our policy to delete it from our records as soon as possible.

FURTHER INFORMATION

QGate Software Ltd are a private limited company (Company Number: 03301336), registered at:

D2 Fareham Heights

Standard Way

Fareham

Hampshire

PO16 8XT

United Kingdom

If you want to request more information, or if you have a question or complaint about our approach to data protection, privacy or security, email us at privacy@qgate.co.uk or call us on +44 (0) 1329 222800.

