



Privacy Notice Policy

KN-POL-025-02

Privacy Notice Policy

1. What we need

Our [Data Protection Policy](#) governs the use and storage of your data.

KubeNet is a Controller of the personal data you, as a customer provide us or our partner. We collect the following types of personal data from you:

- Name
- Email address
- Telephone Number
- IP Address
- Direct Debit Details
- Call Data Records
- Call Recordings

2. Why we need it

We need your personal data in order to provide you with the following services:

- Fulfil our contractual obligation
- Managing your account from issuing you quotes to billing
- Providing you technical support
- Keeping you informed on our product & services as well as general announcements

3. What we do with it

Your personal data is processed in Glasgow located in United Kingdom with storage located in Glasgow and London (United Kingdom).

No third party providers have access to your data, unless specifically required by law.

4. How long we keep it

All data is kept as per detailed in our Data Retention Policy. After the set period, your personal data will be irreversibly destroyed.

Any personal data held by us for marketing and service update notifications will be kept by us until such time that you notify us that you no longer wish to receive this information.

Please see [Data Retention Schedule](#) for more information on our personal data retention schedule.

5. What are your rights?

Should you believe that any personal data we hold on you is incorrect or incomplete, you have the ability to request to see this information, rectify it or have it deleted.

Please contact us by post on:

KubeNet - Data Protection Team
Unit 11000, Academy Park,
Gower Street,
Glasgow
G51 1PR

Or by emailing dataprotection@kubenet.net

In the event that you wish to complain about how we have handled your personal data, please contact Data Protection Officer at DPO@kubenet.net or in writing at the address above. Our Data Protection Officer will then look into your complaint and work with you to resolve the matter.

If you still feel that your personal data has not been handled appropriately according to the law, you can contact Information Commissioner's Officer and file a complaint with them.