

Privacy Policy

Updated May 2023

synyx UK Ltd is fully committed to compliance with the requirements of the Data Protection Act 2018 and all other data protection legislation currently in force.

This privacy policy will tell you what to expect us to do with your personal information when you make contact with us or it comes to a contract for one of our services. synyx UK takes responsibilities seriously and adheres to the Data Protection Principles.

When we process your data we will make sure to

- process it lawfully, fairly and in a transparent way
- process it only for the purpose that the data was collected for
- limit it to what is necessary
- have it stored accurate and kept up to date
- keep it for no longer than is necessary
- keep it safe and secure

Our contact details

You can contact us in different ways as follows:

Name: synyx UK Ltd
Postal Address: 69 Church Way, North Shields,
NE29 0AE, England
Phone line: +44 (0) 191 313 0208
Website: <https://www.synyx.uk>
Email: info@synyx.uk

We are registered with the ICO – registration **ZB501629**.

The type of personal information we collect

We currently collect and process personal identifiers, contacts and characteristics like your name and your contact details you or your employer provide to us. This includes your email address.

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- When registering for one of our services we will collect personal data such as your full name and your email address. Where applicable, we might also collect your telephone number and your job role.
- When you use our website we collect other personal identifiers such as IP addresses, geographical location, your browser's type and version, the operating system it runs on, data about the length of your visit and page views.

The data we collect and process is for one or more of the following reasons:

- When you visit our website.
- When you enquire about our services via our website, telephone or email.
- When you use of the selected services available from synyx UK.
- To be compliant with any legal obligations.
- To be able to manage our business.
- To perform the terms of our contract with you.

Your data will not be used for automated decision-making.

We may need to share information with the parent company synyx GmbH & Co. KG in Germany within the companies holding structure. This is mainly to manage our business.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

- **Contract:** Where you make an enquiry via our website, by phone or email and request information about our services. This is to help you decide whether to enter into a contract with us.
- **Contract:** When you use our services, a contract for collaboration comes up, and upon acceptance of our Terms and Conditions.

- **Our legitimate interests:** We need to be able to administer our website and services.
- **Legal obligations:** We might need to have to keep records as required to for a period of time as set out in law.

How we store your personal information

We are committed to ensuring that your data is kept securely. As such we have several appropriate technical and organisational measures put in place to safeguard it.

Data that provided by you via our website, by phone or email is securely stored in our systems and retained only for the duration required to fulfil the request, or demanded by legal obligations. The storage is a cloud-based data storage operated by synyx UK parent company - synyx GmbH & Co. KG in Germany. Thus, your data stored by synyx UK stays within the EEA.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurately kept by us. You also have the right to ask us for completion of information you think we keep incomplete.

Your right to erasure - You have the right to ask us to erase personal information that we keep about you in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have to respond to you within one month.

Please contact us at if you wish to make a request.



How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at mennerich@synyx.uk.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>

synyx UK Ltd

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Registered in England and Wales with
company registration number 14125264