PRIVACY NOTICE / 01

Privacy Notice

How we use personal information when you contact us, visit our websites or do business with Connected Networks.

1. Who we are

Connected Networks Services Ltd ("Connected Networks", "we", "us") is the controller of the personal data described in this notice. We are registered in England and Wales under company number 12323257.

Registered office and postal contact
Pershore House, Whittington Road, Worcester, WR5 2ZX, United Kingdom.

Privacy enquiries, rights requests and complaints
customersupport@connectednetworks.io

What this notice covers

This notice covers connectednetworks.io, our pricing service, business enquiries and relationships, and our quotes and support portals where it is displayed. It explains how we handle information about people acting for customers, prospects, suppliers and partners.

Where we process personal data on a customer's instructions, the applicable service agreement and data-processing terms also govern that processing. This notice does not replace those terms or the security and data-handling information for a particular service.

Our audience

Our services are intended for businesses and professional users, not children. We do not ask for special category data or criminal-offence information. Please avoid including sensitive personal information in general enquiry forms.

We do not make solely automated decisions that have legal or similarly significant effects on you.

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The information we handle

2. Personal data and its sources

Category	Examples
Identity and contact	Name, job title, employer, work email, telephone number and business or site address.
Enquiries and commercial records	Your enquiry, service requirements, sites and circuits, proposals, contracts, billing and payment records.
Accounts and support	Portal account details, support tickets and correspondence.
Technical information	IP address, browser/device details, request logs and interaction data collected by the tools actually enabled.
Marketing preferences	Subscriptions, objections and suppression records; campaign responses where tracking is enabled lawfully.
Proposal engagement	Sections viewed, visits and estimated viewing time linked to a recipient, where proposal engagement is enabled. See section 4.

We receive information directly when you contact us, submit a form, arrange a meeting, use a portal or act for an organisation dealing with us. We may also receive business contact information from carrier or technology partners and public business sources.

Website enquiries and address search

The contact form collects your name, work email, company, enquiry type and details, with an optional telephone number. We use a customer relationship management provider to manage these enquiries. Please only include information needed to deal with your request.

When you use address search, the text you enter is sent to our address-suggestions service. Your selected place identifier is passed to the pricing widget so it can resolve and prefill the address. Our website implementation does not send this information to analytics or save it in cookies or local storage.

You choose whether to make an enquiry. If you do not provide the contact or service details needed to answer it, arrange access or deliver an ordered service, we may be unable to proceed. We explain any mandatory information when we request it.

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Why we use personal data

3. Purposes and lawful bases

The basis depends on the purpose and your relationship with us. Contract applies where you are personally a party to the contract, or ask us to take steps towards one. For contacts acting for a company, our basis will normally be legitimate interests, subject to a necessity and balancing assessment.

Purpose	Basis and interest
Answering enquiries and preparing quotes	Legitimate interests in responding to business requests; pre-contract steps where the request relates to a contract with you personally.
Delivering services and operating support	Contract with you personally, or legitimate interests in delivering and supporting services for your organisation.
Billing and collecting payment	Contract where applicable; legal obligations for required records; legitimate interests in collecting amounts due.
Supplier and partner relationships	Contract where applicable; legitimate interests in sourcing services and managing business relationships.
Business marketing	Consent where required; otherwise legitimate interests in promoting relevant services, subject to PECR and your right to object.
Website security and preventing misuse	Legitimate interests in protecting systems and users; legal obligations where applicable.
Legal records, claims and disclosures	Legal obligation where required; legitimate interests in establishing, exercising or defending claims.
Business sale or reorganisation	Legitimate interests in evaluating and completing the transaction, with appropriate confidentiality and minimisation.

Where we rely on legitimate interests, we consider the effect on you and whether our interests are overridden by your rights and freedoms.

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Marketing and online services

4. Marketing and proposal engagement

We may send relevant business marketing where the law permits it. For sole traders and other individual subscribers, we obtain consent unless the statutory soft opt-in applies: a relevant sale or negotiation, marketing of our own similar services, and an opt-out when details are collected and in each message.

You can object to direct marketing at any time. Use the unsubscribe facility or email our privacy contact. We retain the minimum suppression information needed to honour your objection. Essential service communications, such as invoices and outage notices, are separate from marketing.

We do not sell personal data or share it with others for their own marketing.

Where proposal engagement is enabled, records can include the sections opened, visits and estimated viewing time, linked to the recipient and visible to our sales team. This is identifiable information, not anonymous website statistics. It is used to understand interest in a proposal and support sales follow-up. Consent is required where the technology is subject to consent rules; any separate legitimate-interests basis requires a necessity and balancing assessment.

For questions about a proposal's engagement records, or to object to their use, email our privacy contact. This notice does not offer an in-portal tracking switch or promise automatic deletion of those records.

5. Cookies and external services

Our consent-management service manages cookie choices on the main website. You can accept optional categories, reject optional cookies or save individual choices, and change them through **Cookie settings** in the footer. Our Cookie Policy explains the services involved.

Map providers receive technical information, including your IP address and browser information, when maps showing our office locations load. Our Cookie Policy explains the relevant technologies.

The pricing page loads our separately hosted widget and its anti-abuse service. Meeting links open an external scheduling service, whose own privacy information applies. Customer relationship management providers handle submitted enquiries through a server-side integration, which is separate from visitor tracking.

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Sharing and international transfers

6. Who receives personal data

Recipient	Why information is shared
Carriers and local access partners	Site contact details and relevant service information for delivery, installation and support.
CRM and customer-support providers	Manage enquiries, customer relationships, support tickets and related correspondence.
Website hosting and technology providers	Operate the website, content delivery, consent choices, pricing, maps and booking services.
Payment and accounting providers	Payments, reconciliation and required financial records.
IT, productivity and security providers	Operate business systems and protect accounts, information and services.
Advisers, insurers and authorities	Professional advice, claims and disclosures required by law.
Transaction counterparties	A potential buyer, investor or lender and their advisers, where relevant to a business transaction and subject to appropriate confidentiality.

Where a supplier acts as our processor, data protection law requires a processing contract. Some recipients, such as banks, regulators and certain partners, act as independent controllers rather than solely on our instructions.

7. International transfers

Our international suppliers and local delivery partners may access or process personal data outside the UK. This can include passing site contact details to a delivery partner in the country where you request service.

UK transfer restrictions require an applicable adequacy decision, appropriate safeguards such as the UK International Data Transfer Agreement or UK Addendum, or a lawful exception. The mechanism depends on the recipient and service. Please contact our privacy contact for information about the countries and safeguards relevant to your data, including how to obtain a copy of applicable safeguards.

We do not represent all systems as UK-hosted, or every recipient as covered by the same transfer arrangement.

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How long we keep information

8. Retention policy

Our retention policy sets the periods below. They are limits for the relevant purpose, not a reason to retain information that is no longer needed. A legal obligation or a specific dispute may require particular records to be kept longer.

Record	Retention period or criteria
Unsuccessful enquiries and quotes	Up to 24 months after the last meaningful interaction. Automated marketing alone does not restart this period.
Core contracts and evidence	Contract duration plus 7 years, subject to relevant legal requirements and specific legal holds.
Accounting and billing records	Normally 6 years from the end of the financial year to which they relate, or longer where tax or other legal requirements apply.
Routine support tickets	Up to 24 months after ticket closure. Selected records needed for ongoing service or claims follow the relevant contract or legal-record period.
Portal access	Access is no longer required when a person is no longer authorised. Keeping a support record does not require keeping that person's portal access active.
Marketing contacts	Up to 24 months without meaningful engagement, or until an objection. Minimal suppression information is retained as needed to prevent further marketing.
Supplier and partner records	Core agreements and evidence follow the contract period. Obsolete individual contact details are removed earlier when no longer needed.
Proposal engagement	Up to 12 months after the last proposal activity, with earlier review when the proposal closes.
Technical and security records	According to the purpose: diagnosing faults, detecting abuse, investigating incidents and meeting legal obligations. Relevant records may be retained for an active investigation or claim.

These periods describe our policy; they do not mean every system has an automated deletion timer. Questions about a specific record, including a request for deletion, should be sent to our privacy contact. Cookie expiry is separate from retention of information already sent to a server.

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Your rights and contact

9. Security

Personal data must be protected by technical and organisational measures appropriate to the risk. No system can be guaranteed completely secure. This notice does not make claims about particular certifications, encryption configurations or controls for every service.

We assess personal data breaches and notify the regulator and affected individuals where the law requires it. The applicable duties depend on the nature and risk of the breach and the service involved.

10. Your rights

Depending on the circumstances, you can ask to access, correct, erase or restrict your personal data; object to processing; and receive portable data where the right applies. Where processing depends on consent, you can withdraw it without affecting earlier lawful processing. **You can object to direct marketing at any time.**

Email our privacy contact or write to our registered office. We normally respond without undue delay and within one month. Where legally permitted, we may extend by up to two further months and explain why within the initial period. We may request proportionate information to verify your identity. Where clarification is reasonably required for an access request, the law may permit the response period to pause; we will explain this if it applies.

Requests are normally free. A reasonable fee or refusal is possible only where the law permits it, for example for a manifestly unfounded or excessive request. We will explain our decision and your options.

11. Complaints

Please send privacy complaints to customersupport@connectednetworks.io or our registered office. We acknowledge complaints within 30 days, investigate, keep you informed and communicate the outcome without undue delay.

You also have the right to complain to the UK data protection regulator, the Information Commissioner's Office (ICO), at ico.org.uk/make-a-complaint. You do not have to complete our complaints process before contacting the regulator.

12. Changes to this notice

We review this notice when our processing changes and at least annually. The version and revision date appear in the header.