

Privacy Policy

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1.0 Introduction

This privacy policy tells you about the information we collect from you when you use our website. In collecting this information, we are acting as a data controller and, by law, we are required to provide you with information about us, about why and how we use your data, and about the rights you have over your data.

2.0 Who are we?

We are edison365. Our address is Jubilee House, Third Avenue, Marlow, Buckinghamshire SL7 1EY. You can contact us by post at the above address, by email at hello@edison365.com.

We are not required to have a data protection officer, so any enquiries about our use of your personal data should be addressed to the contact details above.

We do not use the information you provide through our website to make any automated decisions that might affect you.

3.0 Personal Data we collect

edison365 collects data from you, through our interactions with you and through our products. You provide some of this data directly, and we get some of it by collecting data about your interactions, use and experiences with our products. The data we collect depends on the context of your interactions with edison365 and the choices that you make and the products and features that you use.

You have choices when it comes to the technology you use and the data you share. When we ask you to provide personal data, you can decline. Many of our products require some personal data to provide you with a service. If you choose not to provide data necessary to provide you with a product or feature, you cannot use that product or feature. Likewise, where we need to collect personal data by law or to enter into or carry out a contract with you, and you do not provide the data, we will not be able to enter into the contract; or if this relates to an existing product you're using, we may have to suspend or cancel it. We will notify you if this is the case at the time. Where providing the data is optional, and you choose not to share personal data, features like personalisation that use such data will not work for you.

4.0 How we use your information

When you use our website

When you use our website to browse our products and services and view the information we make available, a number of cookies are used by us and by third parties to allow the website to function, to collect useful information about visitors and to help to make your user experience better.

Some of the cookies we use are strictly necessary for our website to function, and you will be presented with a prompt requesting your consent to set those cookies. By giving your consent to the setting of our cookies you are enabling us to provide the

best possible experience and service to you through our website. If you wish to deny your consent to the placing of cookies, certain features of the website may not function fully or as intended.

When you submit an enquiry via our website

When you submit an enquiry via our website, we ask you for your name, contact telephone number and email address.

We use this information to respond to your query, including providing you with any requested information about our products and services. We may also email you several times after your enquiry in order to follow up on your interest and ensure that we have answered your query to your satisfaction. We will do this based on our legitimate interest in providing accurate information prior to a sale.

Your enquiry is stored and processed as an email which is hosted by Hubspot within the European Economic Area (EEA).

We keep enquiry emails for an undefined period and no less than three years. Hubspot records are kept for a minimum of three years after the last contact had with you.

For further information on how Hubspot handle data and security measures, please review content under: <https://www.hubspot.com/security>

When you submit an enquiry via our website for recruitment purposes

Where a vacant role has been posted onto our website, an enquirer has the choice to either email their interest to the role via HR@edison365.com, [Hello@edison365.com](mailto>Hello@edison365.com) or via the Contact us form listed on the website.

Information received through these inbound mechanisms will be retained for no less than three years.

When you purchase a product from our website

When you purchase products from us online, we ask you for your name, address, contact telephone number, email address and credit card information. We also record your IP (Internet Protocol) address, which is the address of your computer on the Internet.

We will use your information to verify your credit card details for your purchase, process your order and to send you your products. We will also send you a receipt via email and we may use your telephone number to contact you regarding your purchase.

We require this information to process your payment, deliver your products or services and fulfil our contract with you. We record your IP address in order to show that the correct tax was applied to the sale, which we are required to do by law.

Your information is stored on our cloud server, which is based within the European Union. Your credit card details are passed to a third-party payment processor which is based in the USA and is certified to the EU-US Privacy Shield (which requires effective safeguards for your information). We do not retain your credit card information.

We keep your order information for an indefinite period, as the licenses we sell for our products do not expire unless otherwise stated within the license agreement.

When you sign up to receive our newsletter

When you sign up to receive our newsletter, we ask for your name and your email address.

We will ask for your consent to use your name and email address to email you our newsletter which contains information about our products and other information which we feel might be of interest to you.

You can withdraw your consent at any time by unsubscribing to the mailing or by contacting us at hello@edison365.com and we will stop sending you the newsletter and remove your permission for any future such communication.

Your name and email address are shared with a third-party mailing system which is based in the USA. This company has contractually committed to providing appropriate safeguards for your personal data which means it will be protected in line with the legal requirements of the European Union.

We keep your personal data for an indefinite period and as long as we produce and distribute our newsletter. If you withdraw your consent, we will mark your details so that they are not used and deleted where requested.

When you download a sample document

When you request to download a sample document, such as a white paper, we ask for your name, company name, job title and your email address.

We use this information to email you a link to download the requested document. We may also email you after your download in order to follow up on your interest in our products and services. We will also ask your explicit consent to contact you again in order to share details of our solutions and services. We will do this based on our legitimate interest in marketing to prospects for our products and services.

Your name and email address are shared with a third-party mailing system which is based in the USA. This company has contractually committed to providing appropriate safeguards for your personal data which means it will be protected in line with the legal requirements of the European Union.

Your personal data is stored for an indefinite period or as long as we are marketing the product or services that the review refers to. You may ask us to remove your review at any time.

When you take part in feedback surveys

When you take part in our feedback and or customer satisfaction surveys, we record your name, your email address, your organisation name, your job role and your answers to questions we ask about your opinion of, and use of, our products and services.

We use this information to develop and improve our products and services and our customer relationships.

Your details are shared with a third-party surveys system which is based within the European Economic Area (EEA).

Your personal data is stored for an indefinite period. You may ask us to remove a testimonial that is based on your feedback from our website at any time.

When you use the edison365 suite

edison365 uses the data we collect to provide you with rich, interactive experiences. In particular, we use data to:

- Provide our products, which includes updating, securing and troubleshooting, as well as providing support. It also includes sharing data with Microsoft, when it is required to provide the service or carry out the transactions you request.
- Improve and develop our products.
- Personalise our products and make recommendations.
- Advertise and market to you, which includes sending promotional communications, targeting advertising and presenting you with relevant offers.

We also use the data to operate our business, which includes analysing our performance, meeting our legal obligations, developing our workforce and doing research.

In carrying out these purposes, we combine data we collect from different contexts (for example, from your use of two edison365 products) or obtain from third parties to give you a more seamless, consistent and personalised experience, to make informed business decisions and for other legitimate purposes.

4.0 Your rights as a data subject

By law, you can ask us what information we hold about you, and you can ask us to correct it if it is inaccurate. If we have asked for your consent to process your personal data, you may withdraw that consent at any time.

If we are processing your personal data for reasons of consent or to fulfil a contract, you can ask us to give you a copy of the information in a machine-readable format so that you can transfer it to another provider.

If we are processing your personal data for reasons of consent or legitimate interest, you can request that your data be erased.

You have the right to ask us to stop using your information, if you believe we are not doing so lawfully.

To submit a request regarding your personal data by email, post or telephone, please use the contact information provided above in the [Who Are We](#) section of this policy.

5.0 Your right to complain

If you have a complaint about our use of your information, we would prefer you to contact us directly in the first instance so that we can address your complaint. However, you can also contact the Information Commissioner's Office via their website at www.ico.org.uk/concerns or write to them at:

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

We regularly review and, if appropriate, update this privacy policy from time to time, and as our services and use of personal data evolves. If we want to make use of your personal data in a way that we haven't previously identified, we will contact you to provide information about this and, if necessary, to ask for your consent.

We will update the version number and date of this document each time it is changed.