

# Portoptimo Ltd. Customer Privacy Notice

This privacy notice tells you what to expect us to do with your personal information.

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## Contact details

Email

info@portoptimo.com

## What information we collect and use, and why

We collect or use the following information to **provide and improve products and services for clients:**

- Names and contact details
- Occupation
- Information relating to compliments or complaints
- Audio recordings (e.g. calls)
- Records of meetings and decisions
- Account access information
- Website user information

We collect or use the following personal information for the **operation of client or customer accounts:**

- Names and contact details
- Addresses

We collect or use the following personal information **for the prevention, detection, investigation or prosecution of crimes:**

- Names and contact information
- Client accounts and records

We collect or use the following personal information for **information updates or marketing purposes:**

- Names and contact details

We collect or use the following personal information for **research or archiving purposes:**

- Names and contact details
- Purchase or client account history
- IP addresses

We collect or use the following personal information to **comply with legal requirements:**

- Name
- Contact information
- Client account information

We collect or use the following personal information to **protect client welfare:**

- Names and contact information
- Client account information

We collect or use the following personal information for **recruitment purposes**:

- Contact details (e.g. name, address, telephone number or personal email address)

We collect or use the following personal information for **dealing with queries, complaints or claims**:

- Names and contact details
- Address
- Account information
- Customer or client accounts and records
- Correspondence

## Lawful bases and data protection rights

Our lawful basis for collecting or using personal information to **provide and improve products and services for clients** is:

- Consent – we have permission from you after we gave you all the relevant information. All your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

Our lawful basis for collecting or using personal information for the **operation of client or customer accounts** is:

- Consent – we have permission from you after we gave you all the relevant information. All your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

Our lawful basis for collecting or using personal information **for the prevention, detection, investigation or prosecution of crimes** is:

- Consent – we have permission from you after we gave you all the relevant information. All your data protection rights may apply,

except the right to object. To be clear, you do have the right to withdraw your consent at any time.

Our lawful basis for collecting or using personal information for **information updates or marketing purposes** is:

- Consent – we have permission from you after we gave you all the relevant information. All your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

Our lawful bases for collecting or using personal information for **research or archiving purposes**:

- Consent – we have permission from you after we gave you all the relevant information. All your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

Our lawful bases for collecting or using personal information to **comply with legal requirements**:

- Consent – we have permission from you after we gave you all the relevant information. All your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

Our lawful bases for collecting or using personal information to **protect client welfare** are:

- Consent – we have permission from you after we gave you all the relevant information. All your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

Our lawful bases for collecting or using personal information for **recruitment purposes** are:

- Consent – we have permission from you after we gave you all the relevant information. All your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

Our lawful bases for collecting or using personal information for **dealing with queries, complaints or claims** are:

- Consent – we have permission from you after we gave you all the relevant information. All your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

## Where we get personal information from

- Directly from you

## How long we keep information

- 24 months from last point of contact

## Who we share information with

- Data processors

### **Ionos Cloud Ltd.**

This data processor performs the following activities for us: web hosting services, email and website account database services.

## How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

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

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

## Last updated

11<sup>th</sup> October 2024