

# PROCHAINMATRIX

## Privacy Policy

### DOCUMENT CONTROL

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<b>Author</b>	Prochainmatrix
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### DOCUMENT HISTORY

<b>Version</b>	<b>Date</b>	<b>Changes made</b>
1.0	May 2018	Document Creation
1.1	November 2019	Updated in accordance with GDPR
1.2	November 2020	Formatting updates and incorporating cookie notice



## 1 Introduction

- 1.1 Prochainmatrix is a private limited company providing business-to-business Software As A Service (SaaS) - to public & private sector clients (organisations). Prochainmatrix's suit of applications and modules of software are provided by a web-based system and professionally hosted in the UK data centre.
- 1.2 Prochainmatrix is committed to protecting the privacy of your information in accordance with the principles set out in the Data Protection Act (DPA) and the latest General Data Protection Regulations (GDPR).
- 1.3 This policy applies to Prochainmatrix's public facing website, <https://www.prochainmatrix.co.uk> and sets a standard for securely processing data and information that you make available to us.

## 2 Information Prochainmatrix Collects

- 2.1 Article 4 of the EU GDPR defines personal data as "any information relating to an identified or identifiable natural person ('data subject'); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier."
- 2.2 Prochainmatrix may collect, store and manage the following kinds of personal information: full name, email address, phone number, company and job title.

## 3 How We Use Your Information & Direct Marketing Communications

- 3.1.1 Prochainmatrix has a legitimate interest in improving our website to provide a functional and efficient user experience as well as ensuring the security of our IT systems. For more information see our Security Policy (Unique Identification Reference: SP-P-0519-01).
- 3.2 Should you choose to provide us with personal information via our public website, it will be collected, stored and managed on a lawful and contractual basis in accordance with this policy document.
- 3.3 Non-clients who use our public facing website or social media channels will hear from us directly as if we have your consent to contact you about our services that you may be interested in. In these instances, you will be contacted via the email address or other contact details you have provided us with.
- 3.4 Prochainmatrix does not use mass marketing techniques. The primary reasoning as to why we collect, store and manage data for direct marketing communications is to allow us to pursue our legitimate interests in a way which might be expected as part of running our business and which does not materially impact your rights, freedom or interests. For example the following considerations are applied when we plan our communication:
  - 3.4.1 The relevance of our services that we offer in relation to the business sector;
  - 3.4.2 The organisation and the product and services that it produces and provides;
  - 3.4.3 The relevant decision makers and accountable officers, who are responsible for the business unit, where our services are relevant.
- 3.5 Directly emailing you outside of receiving consent allows us to pursue our legitimate interests in a way which might be expected as part of running our business and which does not materially impact your rights, freedom or interests. We will be considerate of the number of times we communicate with you and you are able to opt out at any time.

## 4 Your Rights & Retention Of Data

- 4.1 You have the right to:
  - 4.1.1 Be informed if Prochainmatrix is using your data.
  - 4.1.2 Request copies of the data we store about you by emailing your request to [governance@prochainmatrix.co.uk](mailto:governance@prochainmatrix.co.uk), as explained in our Subject Access Request policy (Unique Identification Reference: SARP-P-0920-01).
  - 4.1.3 Request that we correct/update/erase inaccurate or out-of-date information we hold about you.
- 4.2 Personal data that we process for any purpose or purposes shall not be kept for longer than is necessary for that purpose or those purposes. Whenever we collect or process your personal data, we will only keep it for as long as is necessary for the purpose for which it was collected and as required by applicable laws or regulations
- 4.3 Information used for marketing purposes is retained until we are notified to remove it.

## 5 Sharing Your Data

- 5.1 Prochainmatrix respects your privacy and does not share your details with other organisations who may seek to use your details for their commercial benefit.
- 5.2 We sometimes share your data with trusted third parties, for example to handle customer enquiries and complaints, to improve our services, to help us personalise our offers to you.
- 5.3 Trusted third party companies we work with include:
  - 5.3.1 Our hosted IT infrastructure providers who support our business and website;
  - 5.3.2 Operational companies that help fulfil our contracts with the customers i.e. hosted IT provider, advisory organisations;
- 5.4 Direct marketing and account management companies to ensure we can communicate our offers with you efficiently depending on your mailing and contact preferences.
- 5.5 For the purposes of fraud management, we may share information about fraudulent or potentially fraudulent activity in our premises or systems. This may include sharing data about individuals with law enforcement bodies.

## 6 Cookies

- 6.1 Cookies are small data files that are placed on your computer, smartphone, or other device when you visit our public website.
- 6.2 We use necessary cookies to make our site work which enable core functionality such as security, network management, and accessibility. You may disable these by changing your browser settings, but this may affect how the website functions.
- 6.3 Our website does not use analytic cookies.
- 6.4 If you take the opportunity to 'share' [www.prochainmatrix.co.uk](http://www.prochainmatrix.co.uk) content with friends through social networks, you may be sent cookies from these websites. We do not control the setting of these cookies, so please check the third-party websites for more information about their cookies and how to manage them.

## 7 Disclaimer

- 7.1 Prochainmatrix Limited's website or marketing email messages may include links to other websites which are not within our control. Our Disclaimer Policy can be found [here](#).



## 8 Updates to Privacy Policy

- 8.1 We reserve the right to modify this privacy policy at any time. If we do make changes, we will revise the “last updated”.
- 8.2 We recommended that you revisit this page regularly to keep informed of our current privacy practices.

## 9 Contact Us

- 9.1 For further information on how your personal data is used, how we maintain the security of your information or to make a request regarding your personal information, please contact: [governance@prochainmatrix.co.uk](mailto:governance@prochainmatrix.co.uk).

