

SolveFIT Limited (company no. 13546810)

Privacy Policy -V2.2 (last update 27/11/2021)

Our contact details

SolveFIT Limited

(ICO Registration ZB156957)

Contact: Bill Andrews

Address: 5 Glenalmond Road, Sheffield. S11 7GW

Phone Number: 07980 260857

E-mail: bill.andrews@solvefit.net

The type of personal information we collect

We currently collect and process the following information:

1. Customer enquiries: Personal identifiers, name, email address, telephone numbers, that come through our website or through contacting us via email or telephone.
2. Within our software: For those customers who go on to purchase licenses our software enables the capture of personal data related to their users.
3. Within our software: The users who use our software can use it to capture personal data about their clients.

What we do with your personal information

1. We retain potential customer data throughout the communication process with them and should they purchase a license, throughout the license period. Those enquiries that do not proceed with us are retained for a maximum of 2 years, unless we are requested by them to delete them sooner.
2. New users of our software enjoy full transparency regarding the data held about them, can edit the data and can access the data whenever they wish. These users have their own agreement with their organisations or employers. Should the contract with us terminate their data is permanently deleted
3. Client data captured within our software is the responsibility of the user. Should the contract with us terminate their data is permanently deleted.

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:

- You made an enquiry about our software and services
- You became a customer

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We use the information that you have given us to:

- Assist you with your enquiry about our product and services
- Should you go on to become a customer, to assist you in configuring our software for your use
- You, as a customer, will then add new users to the software and all users have the ability to capture client data and they have the responsibility for that data

We only share information about you with your permission (for example, if we ask you to act as a reference).

Lawful basis

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

- We have a legitimate interest. If you make an enquiry about our product or services, we need to retain your contact information in order to respond and inform you.
- We have a contractual obligation. If you go on to become a customer, you will have a contract with us and we need your personal data in order to fulfil the contract
- Your consent. Should you then become a user of our software you will, as part of the sign-up process, give your consent for your data to be held within the software so that it can function as intended. Your agreement will be typically between you and your employer or organisation*

* unless you are a single user (licensed directly with us with no third party involved). A single user can remove consent at any time, bearing in mind you will also lose access to the software. You can do this by contacting us.

How we store your personal information

Your information is securely stored as follows.

1 – Customer enquiries. This is held within our various business communication devices: laptops, mobile phones, all securely protected with complex passwords and sign on processes.

2 (users) and 3 (clients of users) – Within our software. Our software is held on secure dedicated servers at our server hosting company, UK Fast, in Manchester

We keep customer enquiry information throughout the time of the enquiry and, should you proceed to become a customer, throughout the length of the contract.

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Should you not proceed to become a customer we will retain your contact details for a maximum of 2 years, after which time your contact information is permanently deleted. (We retain it for 2 years as often a new enquiry may take many months for a follow up)

User and client information captured within our software is done under contractual license with us and the terms of how data are permanently deleted is agreed in the contracting process.

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.

1. If you are a customer enquiry the only personal data we will hold will be what you provided us with.
2. If you become a user of our software the only information will be what you yourself provided us with.
3. If you become a client of a user of our software the data held in our software will be what you provided that user with. You will have your own agreement with the user about how your data is managed. Bear in mind that under UK law health records need to be retained for a minimum of 7 years after the end of an episode of care.

New customer enquiries and those who proceed to become customers

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

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

Users who have personal data captured within our software

Users sign up in agreement with their employers or organisation. As a user your personal data is retained throughout the life of the contract and all matters related to your personal data should be taken up with your organisation or employer (single users are licensed directly by us and so would contact us directly with any personal data issues)

Clients who have their data captured within our software

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Clients provide their consent to the use of their personal data to the users who enter them in the software. Any issues to do with their personal data need to be taken up with the users (those who are treating them)

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at:

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Contact: Bill Andrews

Address: 5 Glenalmond Road, Sheffield. S11 7GW

Phone Number: 07980 260857

E-mail: bill.andrews@solvefit.net

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>