



Privacy Notice

Last Updated: 18th February 2020

Registered Office: Vpod Solutions Limited, 5-7 Cranwood Street, London, EC1V 9EE

Telephone: 0207 621 6300

Email: dataprotection@vpodsolutions.com

We appreciate your concerns over data privacy and protection, but you can rest-assured that we only use your personal data (information about you) in ways you'd expect us to - this Privacy Notice is a great way for us to communicate that to you.

This Privacy Notice applies to Vpod Solutions Limited and describes the types of personal data we collect, how we use it, and with whom we may share it.

For our full Privacy Policy, including our legal bases and retention periods, please [click here](#)

If you have any questions or queries regarding this Privacy Notice, or our privacy programme in general, please contact us using the details provided in the 'How to Contact Us' section at the bottom of this page.

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Information We Collect and How We Use It



Personal Information You Provide

You may choose to provide personal information (such as your name, address, telephone number and email address) to us. Here are the ways you may provide the information and the types of information you may submit. We also tell you how we may use the information entrusted to us.

Contact Us

If you contact us via the online form on the “Contact” page on our website, you will be required to provide your name and email address so we can deal with your enquiry / respond to your message. As an alternative to using the online form referenced above, you can send an email to info@vpodsolutions.com. Your email address and any other personal information you choose to provide will only be used for the purpose of dealing with your enquiry / responding to your message. We will not send you marketing communications without asking you first.

Prospective Clients

As a business to business company, we will rely on Legitimate Interests to communicate to prospects where appropriate, for example after we’ve met/exchanged contact details at a trade show. We will always provide the ability to opt-out of our email marketing campaigns.

Orders

If you place an order with us (i.e. become a customer), you’ll be required to provide your name, billing address, delivery address and a phone number. If you wish to open an account with us, you will be required to complete an account application form, a copy of which can be provided on request. The information provided on the account application form will be used to create your account on our sales order processing system and to perform a credit check via Equifax.

Careers

You may submit your resume and other information to apply for a job with Vpod Solutions. We will only use that information for the purpose of dealing with your job application.

Employees

Our employees are informed of how their personal information is processed and for what purpose via our employee data protection policy. As with all personal data we collect, we only collect what we need and do not do anything unexpected.



Third-party Engineers

If you are working on site, and if the type of work you're undertaking demands it, you will be required to show proof of accreditation, for some accreditations this will be in the form of a photo ID card, we will not take a copy of your card, but rather make a note of the membership number on it.

Other Uses of Information

The only other time we'll use your personal information is if we have a legal obligation to do so.

Personal Information We Collect by Automated Means

Cookies

Our website is built on the Squarespace platform. We make use of 'functionality' and 'required' cookies to allow Squarespace to securely serve this website to you.

We use 'analytics' and 'performance' cookies to measure the success of our website and to optimise its performance.

For more information on the cookies used by the Squarespace platform please click here.

<https://support.squarespace.com/hc/en-us/articles/360001264507>

We do NOT user 'targeting' / 'advertising' cookies.

You can manage (including block all and remove) cookies via the settings within your internet browser.

IP Addresses

We do not log, view, or track your IP Address when you visit our website.

Do Not Track

We do not use 'tracking' cookies and do not collect personal information about users' online activities over time or across third-party websites.

There is no agreed standard for "Do Not Track" requests at this moment in time, for this reason it is unlikely to deliver what is expected by those who use it and it can therefore be misleading.

For the reasons above our website does not currently respond to "Do Not Track" signals/requests from your internet browser.

For more information on "Do Not Track," please click here. <https://allaboutdnt.com/>



Our Facebook Page

Facebook use cookies for advertising, recommendations, insights and measurements relating to those who visit Facebook (including our “Fan Page”). As administrators of the Fan Page we are jointly responsible with Facebook for the processing of visitors’ data, though we do not actively use “Insights,” and we do not advertise or deliver targeted content to those who “Follow” and/or “Like” our page.

Information We Share and/or Process using Third Party Processors

We only process your personal data as described in this Privacy Notice.

Third-party IT/software support providers

Whilst we don’t share personal information with our IT support providers as such, it is possible that they could have some visibility of it whilst providing support/investigating a problem.

Third-party Installation Engineers

We use Vpod employees where possible. On the occasions whereby a third-party engineer is used, we will share site and contact details with them.

Microsoft

As providers of our online email platform, Microsoft process personal information on our behalf.

Hubspot

As providers of our CRM system, Hubspot process personal information on our behalf.

Dropbox

As providers of our file storage and sharing platform, Dropbox process information on our behalf.

Hauliers / third-party couriers

We use third party couriers to deliver the component parts of our solution to customer site, we will share the recipient’s name and address with them.



Links to Other Websites

We provide links to other websites on our website. These websites have their own privacy policies and terms and conditions, which you ought to review if you visit them.

How We Protect Your Personal Information

We have implemented appropriate technical and organisational measures to protect against loss, misuse or unauthorized access, disclosure, alteration or destruction of the personal information we collect.

For some products and services, we transfer personal information (outside of the EEA) to the US, this information is protected by the EU-US Privacy Shield.

Your Choices and Rights

If you would like to update your contact information or preferences, please contact us as described in the “How to Contact Us” section below.

To the extent required by law, we can provide you with: (i) reasonable access to the personal information we hold about you, and (ii) the ability to review, correct and delete such personal information.

To help protect your privacy, we'll take reasonable steps to verify your identity before granting access to your information.

If we are processing your personal information under your consent, then you can withdraw that consent at any time.

If we are relying on legitimate interests to process your personal information, then you can object to that processing.

If the processing of your personal information is under dispute, then you can prevent further processing until we've addressed your concerns.



Complaints

If you have any concerns over our processing of your personal information, then please raise them with us by emailing or writing to us at the addresses shown in the “How to Contact Us” section at the bottom of this page.

If you are not satisfied with our response, you can raise the matter further with the Information Commissioner’s Office (<https://ico.org.uk/make-a-complaint>).

Updates to Our Privacy Notice

This Privacy Notice is likely to change from time to time. We’ll amend the “Last Updated” date (at the top of this Notice) whenever there is a change. If the changes are significant, we’ll also provide a prominent notice at the top of this web page.

How to Contact Us

If you have any questions or queries, would like to make a complaint, would like us to update the personal information we hold about you, or exercise your rights, please contact us by:

Sending an email to: dataprotection@vpodsolutions.com

Or

writing to us at:
Data Protection Manager
Vpod Solutions
Unit 2:02 Chester House
Kennington Park
1-3 Brixton Road
London
SW9 6DE