

Privacy Notice

Customers Introduced To Communications



Privacy Notice

What information do we collect from you?

- Your name
- Your job title
- The name of the organisation you work for
- Your mobile and/or fixed-line telephone number
- Your email address
- Your energy bills over the contract term with your current supplier

Why do we collect this information?

You are interested in learning more about the products and services we resell on behalf of Welcomm Communications Limited.

We will process your Personal Data under our legitimate interests, which are:

- Direct marketing of our entire product and services portfolio, including those that we resell on behalf of other members of our group of companies

If you are a consumer, a sole trader or representing a partnership, we will only send you marketing emails if you have given your consent for this.

Should you have registered one or more of your telephone numbers with the Telephone Preference Service (TPS) or the Corporate Telephone Preference Service (CTPS), we will only call you for marketing purposes if you have given your consent for us to do so.

Where did we get your information?

Your details have been supplied by yourself directly, the organisation you work for; or we have collected them from publicly available sources such as your organisation's website or LinkedIn.

Who might we share your information with?

We will also share your Personal Data with British local and central government bodies and agencies; to the extent required by law.

If you have given your consent, we will share your details with Welcomm Communications Limited, who may contact you directly to discuss your telecommunication needs.

Can I opt out?

Please contact us at privacy@welcomm.co.uk if you want to opt-out of direct marketing for Welcomm Communications Limited products and services that we resell.



If you have given your consent to receive marketing emails from us you can withdraw this by contacting us at privacy@welcomm.co.uk.

Where one or more of your telephone numbers are registered with the TPS or CTPS, you can withdraw your consent for us to market to you by phone by letting us know at privacy@welcomm.co.uk.

Where you have given your consent, you can opt out of us sharing your details with Welcomm Communications Limited.

What do we do with your information?

We will use your Personal Data to communicate with you regarding the telecommunication products and services we can provide to your organisation.

How long do we keep hold of your information?

Your Personal Data will be retained for up to 24 months after your organisation ceases to be our customer.

What are your rights?

You can contact us at privacy@welcomm.co.uk and:

- Ask us to provide a copy of the Personal Data for you that we hold or process.
- Request that we make a correction to the Personal Data for you that we hold or process.
- Object to our processing of your Personal Data.

If you are unhappy with our processing of your Personal Data; or our handling of a related request you can complain to the ICO at <https://ico.org.uk/concerns> or contact them by telephone on 0303 123 1113.

You also have the right to take legal action if you are not satisfied with our handling of your Personal Data; or how we deal with a related request.

Is your information used for any automated decision making?

We will not process your Personal Data for the purpose of automated decision making.

Will your information be transferred overseas?

From time to time, our suppliers may store and process your data outside the European Economic Area (EEA), in the United States.

When this occurs, your Personal Data is safeguarded by our policy of using suppliers who have adopted European Union (EU) Model Clauses; or who hold a current Privacy Shield certification for their US-based operations.



What are our contact details?

This Privacy Notice is issued by Welcomm Energy Limited.

Our principal place of business is 24 The Point, Market Harborough, Leicestershire, LE16 7QU.

You can contact us:

- By post, using the postal address given above.
- By Telephone, on the contact number published on our website.
- By email using privacy@welcomm.co.uk

