



# ISO-Cert Online Ltd Privacy Policy

## **Our contact details:**

Name: Claire Howard

Address: 20-22 Wenlock Road, London, N1 7GU

Phone Number: +44 (0) 333 014 7720

E-mail: [info@isocertonline.net](mailto:info@isocertonline.net)

Website: <https://www.isocertonline.net>

## **The type of personal information we collect:**

We currently collect and process the following information:

- Company name
- Employee first name and last name
- Company postal address
- Company phone number
- Company email address
- Company website

## **How we get the personal information and why we have it**

Most of the personal information we process is provided to us directly by our clients for one of the following reasons:

- So that we can invoice our clients for the services that we have delivered
- Provide our clients with a method of making payments to us online (i.e., PayPal, Stripe and Go-Cardless)
- So that we can tailor our products to suit our client specific requirements (in terms of management system documentation templates)

We also receive personal information indirectly, from the following sources in the following scenarios:

- Online payment platforms (i.e., PayPal, Stripe and Go-Cardless): Company name, contact name and company email address, via email campaigns carried out by sub-contracted organisations.
- Employee name and company email address via Google Ads



# ISO-Cert Online Ltd Privacy Policy

We use the information that you have given us in order to:

- Invoice our client for the services that we have delivered.
- Provide our client with a method of making payments to us online (i.e., PayPal, Stripe and Go-Cardless)
- Tailor our products to suit our client specific requirements (in terms of management system documentation templates)

We may share this information with:

- Our chosen Accountants

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

**(a) Your consent. You can remove your consent at any time. You can do this by contacting Claire Howard: [info@isocertonline.net](mailto:info@isocertonline.net)**

**(b) We have a contractual obligation.**

**(c) We have a legal obligation.**

**(d) We have a vital interest.**

**(e) We have a legitimate interest.**

## How we store your personal information

Your information is securely stored in our (web-based) accounting software.

We keep our customer's company details within our accounting software for a minimum period of the length of the contract (that we have with each customer). We will then dispose of your information (unless the contract is renewed), by securely deleting it from our accounting software.



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## **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.

**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.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

**Your right to object to processing** - You have the the right to object to the processing of your personal information in certain circumstances.

**Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, 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.

Please email us at: [info@isocertonline.net](mailto:info@isocertonline.net) or call us on +44 (0) 333 014 7720 if you wish to make a request.



# ISO-Cert Online Ltd Privacy Policy

## How to complain

If you have any concerns about our use of your personal information, you can make a complaint by emailing us at: [info@isocertonline.net](mailto:info@isocertonline.net), or writing to us at: 20-22 Wenlock Road, London, N1 7GU.

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>

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