

Privacy Policy

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About us

“Ability Software Group”, “Ability CRM”, “Ability Portals” and “Ability HR” are all trading styles of B1 Network Systems Ltd which is a registered company in the United Kingdom. Registration number: 13682361

Your data

Your data is only kept during the period you are a customer with us, once you have cancelled your service your data is exported and returned to you in the format of .CSV (UTF-8) then deleted from our servers

How we keep your data

Your information is hosted by Microsoft Azure cloud (Ability CRM) or Amazon Web Services (Ability Portals & Ability HR), this gives you high availability, secure

encryption, constant monitoring and multiple backups to provide the highest level of redundancy.

How we protect your account

Your account uses Two Factor Authentication (2FA) provided by Microsoft Authenticator (Ability CRM)

We use AWS RDS's AES-256 to encrypt data at rest (Ability Portals & Ability HR)

Privacy policy

B1 Network Systems Ltd Privacy Policy

Our contact details

Name: B1 Network Systems Ltd

Address: 12 Oak Industrial Park, Dunmow, Essex, CM6 1XN

Phone Number: 0203 007 7760

E-mail: sales@b1networksystems.co.uk

1. The type of information we collect

We currently collect and process the following information:

- Client contact information
- Billing information via Stripe

1.1 How we collect and process data

Any personal information we process is provided to us directly by you for the following reasons:

- Billing
 - We use Stripe Payments Europe Limited as our payment processor, their privacy policy can be found here: <https://stripe.com/gb/privacy>
 - Stripe collect information such as, but not limited to:
 - Card issuer
 - Card expiration date
 - Card type
- Communication
 - We may send you marketing updates from time to time
 - We may send you legal updates via post or email
- Reviews/testimonials

- We may share reviews/testimonials that you have left us on other third party sites, such as <https://uk.trustpilot.com/review/b1networksystems.co.uk>

2. Third party integrations

2.1 We may integrate with other third party services (Such as Xero or Stripe), it is your responsibility to review access and information that you share

2.2 You are liable and responsible for any permissions that you grant third-party integrations via our platform

3. Data from other sources

3.1 We may receive information from other sources that are publicly available or third party providers of business information. This may include but is not limited to: Physical mail addresses, job titles, IP addresses & social media handles

4. UK GDPR

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

- Your consent. You are able to remove your consent at any time. You can do this by contacting us using the details found at the top of the policy
- We have a contractual obligation.
- We have a legitimate interest.

4.2 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.

You may request to change this for your service

4.3 How to complain

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

This document was authorised on 13/05/2023 by Bradley Starkey (Director), next revision due 13/11/2023

Other documents include

[Data sharing agreement](#)

[Terms of service](#)

[Data processing agreement](#)

[Acceptable use policy](#)

[Data retention](#)

[Data protection](#)