

Document	Option Software Privacy Policy/Notice
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Author	Jamie
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This privacy policy/notice applies to all personal identifiable information collected through any of our services, this includes our websites, software and marketing.

Some of the content in this policy has been Copied from the ICO website.

Information Commissioner's Office, [Guide to the General Data Protection Regulation (GDPR), 01 January 2021], licensed under the [Open Government Licence](#).

This privacy policy/notice will explain how Option Software are committed to safeguarding your privacy.

By setting out how and when we will use any personal information provided to us.

1. Our Contact Details.

Name:	Option Software
Website:	optionsoftware.co.uk
Email:	jamie@optionsoftware.co.uk
Post:	Option Software c/o Mr Jamie Green 18 Thames Road Grantham Lincolnshire NG31 7SS

2. Under 16 years of age.

The products/services provided by Option Software are not intended for children, and we do not knowingly collect data from anyone under 16 years of age.

3. Questions or Concerns about this policy.

Please contact us using the following email jamie@optionsoftware.co.uk

4. You must provide Accurate Personal Information.

You are responsible for providing Option Software with current, accurate and complete personal information. This includes informing Option Software of any changes to that personal data.

5. Option Software data controller

Contact:	Mr Jamie
Website:	optionsoftware.co.uk
Email:	jamie@optionsoftware.co.uk
Post:	Mr Jamie Green 18 Thames Road

	Grantham Lincolnshire NG31 7SS
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6. Data protection registration number.

Option software data protection registration number: ZB367264

7. What is personal data.

Personal data is information that relates to an identified or identifiable individual.

Copied from the Information commissioner’s office website (ICO).

By itself, the name ‘John Smith’ may not always be personal data because there are many individuals with that name. However, if the name is combined with other information (such as an address, a place of work, or a telephone number) this is often sufficient to clearly identify one individual.

8. Your privacy is extremely important to us.

At Option Software we take personal privacy very seriously, please take the time to read this privacy notice carefully.

When we use personal data, we are regulated under the General Data Protection Regulation (GDPR).

Article 5 of the UK GDPR sets out seven key principles which lie at the heart of the general data protection regime.

Article 5(1) requires that personal data shall be:

A.	Processed lawfully, fairly and in a transparent manner in relation to individuals (lawfulness, fairness, and transparency)
B.	Collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes; further processing for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes shall not be considered to be incompatible with the initial purposes (purpose limitation).
C.	Adequate, relevant, and limited to what is necessary in relation to the purposes for which they are processed (data minimisation).
D.	Accurate and, where necessary, kept up to date; every reasonable step must be taken to ensure that personal data that are inaccurate, having regard to the purposes for which they are processed, are erased, or rectified without delay (accuracy).
E.	Kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed; personal data may be stored for longer periods insofar as the personal data will be processed solely for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes subject to implementation of the appropriate technical and organisational measures required by the GDPR in order to safeguard the rights and freedoms of individuals (storage limitation).
F.	Processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against

	accidental loss, destruction, or damage, using appropriate technical or organisational measures (integrity and confidentiality).
Article 5(2) adds that.	The controller shall be responsible for, and be able to demonstrate compliance with, paragraph 1 (accountability).

9. Processing your data for a new purpose.

Option Software can only use your personal data for a new purpose if:

- It is compatible with the original purpose
- We obtain consent from you
- We have a clear obligation or function set out in law

10. Categories of personal data we collect

- Customers
- Potential Customers
- Customer Authorised Personal

11. We collect the following Personal identification information.

- Title
- First Name
- Last Name
- Telephone Number
- Email Address
- Full UK Address
- Subject of Message
- Any message content provided during correspondence with you
- Login data
- IP Address
- Browser/Device Type

12. How and why do we collect your personal data

12.1. When you fill out the Contact us form provided on our website.

We ask you to enter your personal details, so that we can identify you and communicate with you regarding your enquiry.

This information, the content of your enquiry and our response to said enquiry is then stored in our system in case you contact us in the future for more information.

We also use this information, both to get an idea of exactly what people are making enquiries about and to assess how the enquiry was processed and managed.

In addition to this saving customer enquires can also be helpful if we need to refer to what someone said in an earlier enquiry, provide proof of content or review the content of an important discussion.

It also has the potential to:

- Benefit future sales

- Aid in the design and development of our products and services
- Improve our quality assurance and customer support
- Assist in the safeguarding of our business

Having access to our previous communication is for the benefit of both parties.

Lawful Basis for processing: Legitimate Interest

12.2. When you Register for an account in order to use our products/services for the registration form on our website.

We ask you to enter your personal details, so that we can create your customer account.

During the course of our day-to-day business activities, we may also need to manage your customer account:

Which includes but is not limited to:

Being able to Identify you as a customer so you can sign into use our products and services.

Being able to communicate with you by some or all the following methods.

- Email
- Telephone
- Mobile
- Post

Being able to carry out our day-to-day Business Functions such as:

- Administration and management
- Accounting, book-keeping, and auditing
- Sales and after-sales services
- Providing customer support
- Informing you about an upcoming end of contract
- Informing you about changes to our terms and conditions
- Informing you about changes to our privacy policy/notice
- Reminding you it is time to renew a subscription
- Informing you about any changes to our products and services
- Informing you about security & fraud concerns
- Maintaining compliance with all UK General Data Protection Regulations (UK GDPR)
- Sending Invoices to you
- Sending Credit Notes to you
- Sending payment receipts to you
- Sending payment requests to you

Carrying out these business functions are essential for the function of our business and to enable customers to sign up to use our software and services.

Lawful Basis for processing: Legitimate Interest

12.3. When you submit a support ticket as a subscriber, or anyone authorised by the subscriber submits a support ticket.

We ask you to enter your personal details, so that we can identify you and respond to your support request promptly.

We keep a copy of all support tickets we receive and a copy of the support we have provided for that request.

Saving support ticket content can be helpful if you need to refer to what someone said in an earlier message, provide proof or review the content of an important discussion.

Storing this information enables us to protect our business monitor our performance and improve our software and services.

We can also analyse the content for repeated questions and the advice given to individuals enabling us to provide progressive customer support.

Carrying out these business functions is for the benefit of both parties.

Lawful Basis for processing: Legitimate Interest

12.4. When you want to communicate with us to exercise your rights under the UK GDPR privacy protection.

We ask you to enter your personal details, so that we can identify you and respond to your requests promptly.

We also keep a copy of all GDPR requests we receive and a copy of the replies we have provided for that request, we also keep a log of all GDPR requests.

Saving GDPR requests and content can be helpful if you need to refer to what someone said in an earlier message, provide proof of GDPR compliance or review the content of an important discussion or misinterpretation.

We store this information to protect our business and to ensure we remain GDPR compliant whilst providing future, current, and previous customers with the data protection they are entitled to.

This also enables us to monitor our performance and improve our software and services.

Carrying out these business functions are for the benefit of both parties.

Lawful Basis for processing: Legitimate Interest

13. We will sometimes be required to share the personal data we hold with other parties.

The categories of recipients of personal data.

- Government Departments
- Regulatory bodies
- UK law enforcement agencies
- Legal representatives
- Debt collection agencies

Reasons we may share your personal data with third parties.

- To comply with HM Revenue & Customs (HMRC) requirements
- To comply with any regulatory obligations
- To comply with any relevant UK Laws.

- Legal representation
- Debt collection

Carrying out these business functions and utilizing these services when necessary are normal business practice they also assist in the protection of Option Software.

Lawful Basis for processing: Legitimate Interest

14. Reasons we may transfer your personal information to a third party

In the unlikely event Option Software were to sell part of or all its software and services to another individual or business, the purchaser will enter into an agreement and ensure that your data privacy rights defined within this privacy notice will continue to be protected.

15. Third party service providers

Option Software reserves the right to change any third-party service providers at any time at the discretion of the company.

Option Software will ensure that any selected third party used to provide services to us are reputable and fully compliant with current GDPR Regulations.

Any third parties who have access to your personal data will only process it on behalf of Option Software and are obligated not to disclose or use it for any other purpose.

This includes:

- Accounting services
- Bookkeeping services
- Hosting/Cloud Hosting providers
- Data storage providers
- Payment processors

Lawful Basis for processing: Legitimate Interest

16. How long will we keep the personal data we process for?

We only hold your personal data for as long as is necessary for the purpose(s) for which it is collected.

Please see our Data/Record Retention Schedule which can be found on our website optionsoftware.co.uk/dataretentionpolicy.

Carrying out these business functions are for the benefit of both parties.

Lawful Basis for processing: Legitimate Interest

17. What steps do we take to keep personal data secure?

At Option Software we have measures in place to keep your personal data as secure as possible.

We have policies and procedures on information security you can view these on request.

We will take all reasonable technical and organisational precautions to protect your personal data from loss, misuse or alteration.

All personal information you provide is stored at

- HostingUk.Net Datacentres: <https://hostinguk.net/datacentres>
- Amazon s3 Data storage <https://aws.amazon.com/s3/>

The environments where this is stored are also:

- Password protected
- Behind a firewall
- Virus and Malware protected

In addition to this:

- We limit and control all user access to our systems
- We limit and control physical access to our building
- We enforce a “need to know” policy for access to any data
- All data you send to us or receive from us will be encrypted using SSL/TLS technology.

(Please note any data transmission over the internet is possibly insecure, therefore no one can guarantee 100% security of any data sent over the internet.)

Carrying out these business functions are for the benefit of both parties.

Lawful Basis for processing: Legitimate Interest

18. You have rights in connection with your personal information

Under certain circumstances, by law you have:

1.	The right to be informed	Means the right to be given the facts needed to make an informed choice or decision.
2.	The right to access	You have the right to request Option Software for copies of your personal data; we may charge you a small fee for this service.
3.	The right to rectification	You have the right to request that Option Software correct any information you believe is inaccurate. You also have the right to request Our Company to complete the information you believe is incomplete.
4.	The right to erasure	You have the right to request that Option Software erase your personal data; under certain conditions.
5.	The right to restrict processing	You have the right to request that Option Software restrict the processing of your personal data; under certain conditions.
6.	The right to data portability	You have the right to request that Option Software transfer the data that we have collected to another organization, or directly to you; under certain conditions.
7.	The right to object to processing	You have the right to object to Option Software processing of your personal data; under certain conditions.
8.	Rights in relation to automated decision making and profiling	Automated individual decision-making (Making a decision solely by automated means without any human involvement)

	<p>and Profiling (automated processing of personal data to evaluate certain things about an individual). Profiling can be part of an automated decision-making process.</p>
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<https://ico.org.uk/your-data-matters/your-right-to-get-copies-of-your-data/>

18.1. How long will it take Option Software to respond to a subject access request?

The information commissioner’s office states:

If you exercise any of your rights under data protection law, the organisation you’re dealing with must respond as quickly as possible. This must be no later than one calendar month, starting from the day they receive the request. If the organisation needs something from you to be able to deal with your request (eg ID documents), the time limit will begin once they have received this.

We aim to complete your subject access request within 28 days. That way we will always be on time, regardless of the month.

- If we require clarification of something or more information, we will contact you.
- If we think the request is manifestly unfounded or excessive, we will contact you and give an explanation why.
- If we think that your request is very complicated or you have made a lot of requests, we can extend this period up to three months, if this were the case, we will notify you before the end of the first calendar month and explain the reasons why.
- On occasion we may require proof of identity.
- If we feel we have grounds to refuse a request, we will inform you in writing.

19. Marketing

We will not share your data with other companies for marketing purposes.

We will only use your personal information to communicate with you about your subscription to our services.

This includes notifying you about changes and improvements to our service, any benefit will automatically be applied so cannot be considered as marketing.

Carrying out these business functions are for the benefit of both parties.

Lawful Basis for processing: Legitimate Interest

20. International data transfers

We do not transfer data out of the UK, unless requested by one of the following.

- A customer
- A potential customer
- Customer Authorised Personal

In each of the above cases this would be the result of them accessing our products/services while outside of the UK and not as a result of them requesting us to transfer said data while accessing our products/services from within the UK.

Outside of ensuring that data is transferred securely Option Software is not responsible for any data extracted from our system; this applies when accessing the system both outside the UK and from within the UK itself.

21. Cookies.

21.1 Essential Cookies

Essential cookies are required in order for you to sign up and use our products and services.

They do not track your behaviour and are not passed onto third parties.

Blocking essential cookies, will affect website functionality and prevent you from making use of our products/services.

Cookie Name	Purpose
Login_SiteName	Used to identify the currently authenticated user, by storing a unique token that is generated upon login.
Authentication_SiteName	Used to determine whether or not the user has previously authenticated using the current browser/device. <i>This is used as part of the 2 factor authentication when determining whether to send an email with a pin number as part of the authentication process or not.</i>
Cookie_Consent	Used to determine whether or not the user has acknowledged the use of functional cookies on our site.

21.1 Non-Essential Cookies

Our products and services do not make use of any cookies that are not essential.

- We do not use cookies to track individual users behaviour.
- We do not use cookies for any sales or marketing activities.

22. How to complain

22.1. To Option Software

If you have any concerns about our use of your personal information, you can make a complaint directly to our data controller.

Contact:	Mr Jamie Green
Website:	optionsoftware.co.uk
Email:	jamie@optionsoftware.co.uk
Post:	Mr Jamie Green 18 Thames Road Grantham Lincolnshire NG31 7SS

22.2 To the ICO

In addition to being able to make any complaints with Option Software directly you can also contact the ICO about any concerns you have with our use of your personal data.

Contact:	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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23. Additional Reading

This policy is intended to be read alongside both our processing policy and our terms and conditions, which can be found at optionsoftware.co.uk/termsandconditions.

24. Consent

At times when using our products or services you may be asked to provide consent.

In giving consent you acknowledge you have read the relevant document or documents in question and that you agree and understand the terms outlined in said document or documents.

25. Lawful Basis for processing

Throughout this document you will have noticed that we specify a lawful basis for processing.

This is required in order to be GDPR compliant, see the subsections below for further details.

25.1. Legitimate Interest

At Option Software we only store/process personal data that is:

- Required for both the day to day running of the business
- Required by law
- Required to provide you with the product/services that you have signed up for

Therefore, the data we collect is in the interest of the business as it cannot operate legally without it.

26. If we make any changes to this Privacy Notice

Changes to this privacy notice are likely to be minimal.

Option Software:

- Reserve the right to make changes to this privacy notice without prior notice.
- Advise that you view this privacy notice regularly.
- Will inform our current subscribers by email.

Current subscribers will be provided with:

- The effective date of the Privacy Notice Updates.
- Details of all the most important changes.
- A link so you can view the updated privacy notice.

You do not have to do anything to accept the changes.

If for some reason you do not agree with the changes, please contact us by email stating the reasons why, we will then consider your concerns and reply to you.