

# Metier Integration Services Ltd Company Privacy Policy

Metier Integration Services Ltd (MIS) - This privacy policy will explain how our organisation uses personal data..

Topics:

1. What do we do
2. Whose data do we collect/hold
3. What data do we collect/hold?
4. How do we collect your data?
5. How will we use your data?
6. How do we store your data?
7. Marketing
8. What are your data protection rights?
9. How do we use cookies & what types of cookies do we use?
10. Changes to our privacy policy
11. How to contact us
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## 1. What do we do?

We provide Business to Business services and software. We do not deal with individuals as customers.

## 2. Whose data do we collect/hold?

We hold business information and contact information we deal with supplied to us as part of selling, installing and supporting our software solutions. We may view information used by our customers to provide their services but we are not data handlers or processors and any information viewed is with the consent of MIS customer as part of installation, training and support.

## 3. What data do we collect/hold?

MIS collects the following data: .Business contact information including addresses. Telephone numbers and emails and similar information for individual contacts (occasionally including personal email addresses and telephone numbers) for contacts associated with the businesses

## 4. How do we collect your data?

You directly provide MIS with most of the data we collect. We collect data and process data when you Register interest in our products and services and request information, pricing and demonstrations.. Complete pre-install documentation requesting contact information

MIS may also receive your data indirectly from the following sources:

Via the reseller/third party/distributor who has resold our services and software

## 5.How will we use your data?

MIS collects your data so that we can:

Provide information, Process your order, Manage your account, Maintain solutions. Occasionally we may Email you with special offers on other products and services we think you might like.

## 6.How do we store your data?

MIS securely stores your data within our inhouse CRM and within emails - database information is stored in a password protected SQL database, all PC's used by MIS are password protected and have up to date anti-virus and our email server is a managed/hosted server and protected with MX Protect anti-spam.

MIS will keep your contact and other information for a period of up to 6 years. Once this time period has expired, we will delete your data..

## 7.Marketing

MIS currently market via a distribution Partner (currently Tollring for GP Clinical Integration Solutions) and do not send unsolicited information to third parties who are not existing customers - we may in future send marketing information to third parties about our products/services.

## 8. What are your data protection rights

If and when we send marketing information, we will always allow an opt out.

What are your data protection rights?

MIS would like to make sure you are fully aware of all of your data protection rights. Every user is entitled to the following:

**The right to access** - You have the right to request MIS for copies of your personal data. We may charge you a small fee for this service.

**The right to rectification** - You have the right to request that MIS correct any information you believe is inaccurate. You also have the right to request MIS to complete information you believe is incomplete.

**The right to erasure** - You have the right to request that MIS erase your personal data, under certain conditions.

**The right to restrict processing** - You have the right to request that MIS restrict the processing of your personal data, under certain conditions.

**The right to object to processing** - You have the right to object to MIS's processing of your personal data, under certain conditions.

**The right to data portability** - You have the right to request that MIS transfer the data that we have collected to another organization, or directly to you, under certain conditions.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us at our email:

Call us at: 08450 6090000

Or write to us: - Kingsmead, Church Road Paddock Wood Kent TN12 6HE

### 9.How do we use cookies?

MIS uses cookies in a range of ways to improve your experience on our website, including:

Keeping you signed in

Understanding how you use our website

Notification of use of cookies are given when first visiting our website

### 10.Changes to our privacy policy

MIS keeps its privacy policy under regular review and places any updates on our website. Such changes will not be actively publicised or advised to existing customers. This privacy policy was last updated December 2019.

### 11.How to contact us

If you have any questions about MIS's privacy policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us.

Email us at: [ig@metier.it](mailto:ig@metier.it)

Call us: 08450 690000

Or write to us at:

James Collins (Information and Data Protection Officer)

Registered Office - Kingsmead, Church Road Paddock Wood Kent TN12 6HE

### 12.How to contact the appropriate authority

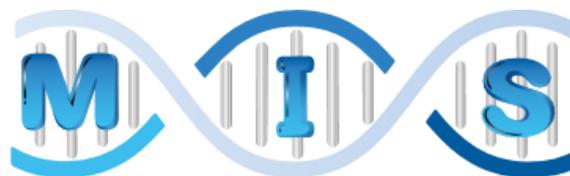
Should you wish to report a complaint or if you feel that MIS has not addressed your concern in a satisfactory manner, you may contact the Information Commissioner's Office.

Tel - 0303 123 1113

<https://ico.org.uk/make-a-complaint/>

<https://ico.org.uk/global/contact-us/>

MIS ICO registration number is ZA495721



Metier Integration Services

CONNECTIVITY IS IN OUR DNA