



Intowork Software Ltd Privacy Policy

At Intowork Software Ltd we are committed to safeguarding the privacy and information of our customers, partners and contacts, and this Privacy Policy details how we store, use and protect data that we hold about you.

We collect and use data only to the extent that it is required to enable us to deliver our products and services (collectively, our "Services") to you. If you are an Intowork Software Ltd customer, this means data required to enable us to deliver the Intowork platform and associated Services to you, and if you are not currently a customer, but have expressed an interest in Intowork Software Ltd/Intowork platform, this means data we keep so that we can continue the conversation with you and help to bring the benefits of the Intowork platform to your business.

What personal information we capture, how we use it and how long we retain it depends on whether you are a customer, or somebody who has expressed an interest in our Services. This is detailed in our policy below.

The Intowork platform is developed and owned by Intowork Software Ltd, whose offices are located at Peregrine House, Northbridge Road, Berkhamsted, Hertfordshire HP4 1EH.

What personal information do we collect about you?

If you are a customer

If you are a customer, the data collected about you/your users is controlled by you as the customer. If you use the Intowork platform as part of your employment with your employer, or via a contract, your employer/company you work for defines the data points that are captured inside of the Intowork platform. This makes your employer/company you work for the "Controller" for the purposes of the General Data Protection Regulation (GDPR). Intowork Software Ltd is only a "Processor" of your personal data relating to your use of the Intowork platform.

The Intowork platform does have a few predefined fields in relation to standardise the Intowork platform 'accounts'. In terms of basic account information, the Intowork platform captures the following personal information relating to a user:

- Your name
- Your email address

This data is entered into the system by the customer's system administrator when your account is created.

Data about usage of our Services is automatically collected when you use and interact with our Services, including metadata, log files, cookie/device IDs and location information. This information, while not being direct personal information, does include specific data about your interactions with the product features, content and links (including those of third-parties such as third party sign in services) contained within the Services, Internet Protocol (IP) address, browser type and settings, the date and time the Services were used, information about browser configuration and plugins, language preferences and cookie data, information about devices accessing the Services, including type of device, what operating system is used, device settings, application IDs, unique device identifiers and error data, and some of this data collected might be capable of being used to approximate your location.

If you have expressed an interest in our Services

If you have expressed an interest in our Services, we may have typically collected the following personal information:

- Your name
- Your company name
- Your role within your company
- Your email address
- Your phone number
- Your work location/address

This data is typically captured when you have completed a contact form, contacted our offices, or have gotten in touch with us through some other manner.

How do we use your personal information?

How we use your personal information is detailed below. Note: in addition to the information below, we may use your personal information where necessary to comply with a legal obligation, a court order, or to exercise and defend legal claims.

If you are a customer

If you are a customer, we use your personal information to deliver the Services to you. This might include sending you job reports to your email address, or using your email address as your username so that you can sign into your account.

We may also use your personal information to do the following:

- For our business purposes, such as data analysis, audits, crime/fraud monitoring and prevention, security, developing new products, testing, enhancing, improving or modifying our products, identifying usage trends, determining the effectiveness of our promotional campaigns, and operating and expanding our business activities

- Perform accounting, auditing, billing, reconciliation, and collection activities. To send administrative information and service notifications to you, for example, information regarding the product and changes to our terms, conditions, and policies

If you have expressed an interest in our Services

If you have expressed an interest in our Services, we will make your information available to our Sales team, who will use that information to stay in touch with you and to have a conversation with you about how our Services can benefit your business.

We may also use your personal information to send you marketing communications that we believe may be of interest to you, such as newsletters, in accordance with your communication preferences.

Looking after your data

Protection of your data is provided by both our IT system security features and our own Data Protection Policy and our Information Security Policy, copies of which are available on request using the contact information shown at the bottom of this policy, and by the IT security processes and data protection policies of our suppliers.

The Intowork platform data hosted by us is held in European data centres. For further information, please contact us using the contact information shown at the bottom of this policy.

If you have expressed an interest in our Services, your data will be added to our CRM system. This is hosted by a third-party provider, further details of which can be obtained by contacting us using the contact information shown at the bottom of this policy.

How long do we keep your personal data?

We will keep your personal data for the following periods:

If you are a customer:

For as long as is necessary to deliver the Services to you. Following termination of your contract, we will delete your personal data after a period of three (3) months following the termination of your contract

- We will retain customer support/ticket information indefinitely
- Some logging data may be retained after we delete your customer data
- If you have expressed an interest in our Services, we will hold your data for a period of two (2) years following the last communication that you engage in with us

Your Rights

You have a number of rights in law, including:

- You may request a copy of the information that we hold about you
- You may ask us to correct or remove information we hold about you that you think is inaccurate or incomplete
- You may ask us to remove information that we hold about you

To make a request pertaining to any of these rights please email or write to us with the contact information shown at the bottom of this policy. If you are working for an organisation that uses the Intowork platform, and you use it as part of your job, you may also ask your employer/business you work for directly.

All requests will be considered against data protection law, the rights of other individuals, any legal or contractual obligations we are subject to and the lawful basis for processing the data. You also have the right to lodge a complaint with the Information Commissioner's Office; the supervisory authority for data protection issues in England and Wales.

Sharing your personal information with third parties

Intowork Software Ltd will never share your personal information with third parties, unless:

- You have expressed an interest in using services provided by an Intowork Software Ltd partner, and we have your consent to share your personal information with that partner
- You have authorised Intowork Software Ltd to integrate the Intowork platform with a third party service/solution provider and your personal data is synchronised with that provider as part of our provision of the Services

Website Analytics

We use web analytics tools provided by service partners such as Google Analytics to collect information about how you interact with our website or mobile applications, including what pages you visit, what site you visited prior to visiting our website, how much time you spend on each page, what operating system and web browser you use and network and IP information. We use the information provided by these tools to improve our Services.

These tools place persistent cookies in your browser to identify you as a unique user the next time you visit our website. Each cookie cannot be used by anyone other than the service provider (ex: Google for Google Analytics). The information collected from the cookie may be transmitted to and stored by these service partners on servers in a country other than the country in which you reside. Though information collected does not include direct personal data such as name, address, billing information, etc., the data collected may enable us to

approximate your location. The information collected is used and shared by these service providers in accordance with their individual privacy policies.

For further information, please contact us using the contact information shown at the bottom of this policy.

Sale or Merger

In the event that Intowork Software Ltd undergoes a business transition, such as a merger, corporate reorganisation, acquisition by another company, or sale of all or a portion of its assets, we may transfer all of your information, including personal information, to the successor organisation in such transition.

If material changes to this Privacy Policy are known by us to occur as a result of the business transition, we will notify you and other users of the business transition prior to transferring your personal information. We may otherwise disclose your information in connection with such business transition pursuant to your consent.

Change To Our Privacy Policy

We are continually reviewing our commitments to stakeholder privacy & security and the policies that underpin them. Any changes we may make to our Privacy Policy in the future will be posted on our website and, where appropriate, notification will be sent to you by email. Please check back to see any updates or changes to our Privacy Policy.

This policy was last updated on 5th October 2023.