

# Data privacy policy

**Business Excellence Solutions is committed to the responsible handling and protection of your personal data.**

We have created this policy to provide you with clear and understandable information regarding our privacy practices when you are accessing or using our website ([www.businessexcellencesolutions.com](http://www.businessexcellencesolutions.com)).

Like many other software companies, we are implementing our company-wide GDPR (General Data Protection Regulation) compliance strategy.

For the purposes of understanding roles in regard to GDPR – Business Excellence Solutions is defined as the Data Controller and Processor and the Client is the Data Subject.

Business Excellence Solutions will only process the Personal Data to provide the Products and services or otherwise to comply with applicable laws or regulatory requirement.

Business Excellence Solutions will ensure that any person with access to or processing the Personal Data is subject to a duty of confidence.

Business Excellence Solutions will take appropriate technical and organisational security measures to ensure the:

- security of processing and protect the Personal Data from accidental or unlawful destruction, loss, alteration, unauthorised access or disclosure or unlawful processing
- security of processing, the notification of personal data breaches and data protection impact assessments.

Business Excellence Solutions will assist the clients in providing subject access and allowing data subjects to exercise their rights under the GDPR.

## PERSONAL DATA WE COLLECT

Business Excellence Solutions collects personal data that you provide to us directly when you request information about our software solutions and services; subscribe to our website services, email notifications; make an enquiry through our different enquiry forms; or carry out a transaction or place an order through our website.

The personal data we collect may include:

- Identification and contact data such as name, surname, job title, phone number, email, address and country
- Financial and transactional data such as credit card details
- Any information that you voluntarily share with us such as feedback, opinions or information provided via any of our enquiry forms.

Business Excellence Solutions also collects personal data automatically when you visit our website. This may include:

- Device information such as IP address, referring website and the time that your device visited our website
- Internet log information and details, collected through our third parties such as Google Analytics, that does not specifically identify you
- Information collected by cookies (for further information please see the [Cookie Policy](#))

## HOW WE COLLECT YOUR DATA

When you visit our websites or use our services, we collect personal data. The ways we collect it can be broadly categorized into the following categories:

- Information you provide to us directly: When you visit or use some parts of our website or contact us directly, we might ask you to provide personal data to us. For example, we ask for your financial data when you are making a purchase of our software solution or some of its modules, we ask for your email address when you register an account in the software solution you have purchased.
- Information we collect automatically: We collect some information about you automatically when you visit our website, like your IP address and device type. We also collect information when you navigate through our website and services, including what pages you looked at and what links you clicked on. This information is useful for us as it helps us get a better understanding of how you're using our website so that we can continue to provide the best experience possible (e.g., by personalizing the content you see).

Some of this information is collected using cookies and similar tracking technologies (for further information please see the [Cookie Policy](#)).

### **We don't store your debit/credit card information.**

The payments made to us are processed through a Bank, so we don't need to store your payment card details, they are sent encrypted directly to the payment processing company.

## WHY WE USE PERSONAL DATA

Business Excellence Solutions will use your personal data for the following purposes:

- to perform a contract with you, or
- where we have legitimate interests to process the personal data and they're not overridden by your rights, or
- in accordance with a legal obligation, or
- where we have your consent.

We use your personal data to operate our website and provide you with any services you've requested, including accessing or making a payment for the software solution or some of its modules. We also use your personal data for other purposes, which may include the following:

- To communicate with you:
  - Send email and communicate with you via email regarding our software solution products and services
  - Respond to your enquiries and comments and provide you with support via communication channels
  - operational communications, like changes to our website, software solutions and services, security updates, or assistance with using our website and services
- To support you:
  - This may include assisting with the resolution of technical support issues or other issues relating to the software solution or services, whether by email or otherwise (for further information please see the [Customer support policy](#))
  - Perform or finalize any transaction or order which you have placed on our web site
  - Set up and manage your user account
- To enhance your website experience

- Analyze your use of our website for trend monitoring and optimise your user experience and provide you with more efficient service
  - Improve our website with the objective of ensuring that content is presented in the most effective manner for you and for your device
  - Keep our website safe and secure and comply with our legal requirements and obligations
- To protect:
    - So that we can detect and prevent any fraudulent or malicious activity, and make sure that everyone is using our services fairly and in accordance with our terms of use.
  - To market to you:
    - In addition to sending you marketing communications, we may also use your personal data to display targeted advertising to you online – through our website and e-mail.
  - For any other new purpose for which we notify you before collecting any personal data

## **HOW WE SHARE PERSONAL DATA**

There will be times when we need to share your personal data with third parties. We will only disclose your personal data to:

- Third party contractors/ service providers and partners which perform certain functions on behalf of Business Excellence Solutions, such as provide functionality on the web site and software solution, analyzing data and processing credit card payments, direct marketing services, and cloud hosting services. These parties only have access to such information as necessary to perform their functions and may not use it for any purpose other than to provide services to us.
- Regulators, law enforcement bodies, government agencies, courts or other third parties where we think it's necessary to comply with applicable laws or regulations, or to exercise, establish or defend our legal rights. Where possible and appropriate, we will notify you of this type of disclosure.

## **HOW LONG WE KEEP PERSONAL DATA**

Business Excellence Solutions will retain your personal data for the period of time that is necessary to fulfill the original purposes for which it has been collected:

- to provide you with our products or services and to operate our business
- keep your data while your account is active or for as long as needed to provide the services to you
- mandatory data retention laws in the applicable jurisdiction, comply with our legal obligations, government orders to preserve data relevant to an investigation, or data that must be retained for the purposes of contract or litigation

Following that period, we'll make sure that the personal data will be deleted or anonymized.

## HOW PERSONAL DATA IS PROTECTED

Business Excellence Solutions follows strict security procedures in the storage and disclosure of information which you have given us in order to prevent unauthorized access, loss or destruction of your personal data. These may include:

- Technology safeguards, use of anti-virus and endpoint protection software, and monitoring of our systems and cloud-based data centers
- Organizational safeguards, like training and awareness programs on security and privacy, to make sure employees understand the importance and means by which they must protect your personal data

Business Excellence Solutions does not seek to collect sensitive personal data (also known as special categories of data). If we do so we will always collect the data in accordance with local data privacy requirements. If you choose to provide us with unsolicited sensitive personal data, you will be asked to consent to our processing of such data on a case-by-case basis by using a specific express consent form.

## YOUR RIGHTS REGARDING ACCESS AND CONTROL OF PERSONAL DATA

We are committed to ensuring that you can exercise your right regarding the access and control of your personal data.

You have rights to:

- know what personal data we hold about you, and to make sure it's correct and up to date;
- request a copy of your personal data, or ask us to restrict processing your personal data
- request the deletion of your personal data - however this may not be always possible due to legal requirements and other obligations to keep such data
- object to our continued processing of your personal data;

All requests shall be addressed on our e-mail [contact@businessexcellencesolutions.com](mailto:contact@businessexcellencesolutions.com) or by contacting us in writing as described in the section "contact us".

Any complaints about our adherence to the practices described in this policy shall be addressed as described here.

If you have any complaints regarding how we are processing your personal data, please let us know by sending an email to

[contact@businessexcellencesolutions.com](mailto:contact@businessexcellencesolutions.com).

We will review and investigate your complaint and try to get back to you within a reasonable time frame.

In some jurisdictions, including according to data protection laws in the EU for complaints issued from subjects in the EU, you have the right to lodge a formal complaint with a data protection authority.

## HOW TO CONTACT US

If you have questions or concerns about your privacy, please write to us:

- By email: [contact@businessexcellencesolutions.com](mailto:contact@businessexcellencesolutions.com)
- Through our [Contact form](#) on our web site