



This privacy notice tells you about the information we collect from you when you sign up to a trial of our software via our website. In collecting this information, we are acting as a data controller and, by law, we are required to provide you with information about us, about why and how we use your data, and about the rights you have over your data.

## **Who are we?**

We are Pillar Software Ltd. Our address is 4 Church Street, Newent, Gloucestershire, GL18 1PP. You can contact us by post at the above address, by email at [support@profess.co.uk](mailto:support@profess.co.uk) or by telephone on +44 (0) 1531 822622.

We are not required to have a data protection officer, so any enquiries about our use of your personal data should be addressed to the contact details above.

## **What personal data do we collect?**

When you request a trial of our software, we ask for your name, company name, email address and telephone number.

## **Why do we collect this information?**

We will use your information to contact you in response to your interest in our software.

We ask for your consent to do this, and will only contact you to discuss your interest in our software.

## **What do we do with your information?**

Your information is stored in our database and is not shared with any third parties. It is not sent outside of the UK. We will not use the information to make any automated decisions that might affect you. We will use your information to contact you in relation to the trial you have taken out.

## **How long do we keep your information for?**

On signing up to a trial of our software we will send you an automated email asking you to confirm your email address, if you do not confirm your email address within 48 hours we will delete your information from our live system. The database used to store your details is backed up regularly and those backups will be kept for further 17 days, in the unlikely event that we need to restore the database we will delete your information again before continuing to use that database.

If you do confirm your email address then your trial will go “live” and your information will be held for as long as your trial is in progress. If during the trial period you decide not to progress further with the trial we will delete your information when we receive your request. During the trial period Pillar Software will attempt to contact you, if we are unable to contact you your information will be deleted at the end of the calendar month 2 months after your initial request.



For example, if you sign up on the 15<sup>th</sup> February and we receive no response from you we will delete your data at the end of April.

The database used to store your details is backed up regularly and those backups will be kept for further 17 days, in the unlikely event that we need to restore the database we will delete your information again before continuing to use that database.

If you decide to purchase our software we will ask you to agree to a new privacy notice.

### **Your rights over your information**

By law, you can ask us what information we hold about you, and you can ask us to correct it if it is inaccurate.

You can also ask for it to be erased and you can ask for us to give you a copy of the information.

You can also ask us to stop using your information – the simplest way to do this is to withdraw your consent, which you can do at any time, either by emailing, writing or telephoning us using the contact details above.

### **Your right to complain**

If you have a complaint about our use of your information, you can contact the Information Commissioner's Office via their website at [www.ico.org/concerns](http://www.ico.org/concerns) or write to them at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF