



This privacy notice tells you about the information we collect from you when you request support from our helpdesk, when you contact us via Email, Telephone or Post. 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 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 create a support ticket through our helpdesk, we ask for your name, company name, work email address, work contact number and if necessary your job role or job title.

Why do we collect this information?

We collect this information in order to contact you in relation to your support queries. This is to ensure we can contact you to discuss the process of your ticket until its resolution.

We ask for your consent to do this and will only contact you to discuss you or your companies support queries.

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 support queries raised by yourself or other members of staff at your company.

How long do we keep your information for?

With your consent, your personal data will be kept in our ticketing system for 18 months from the date of your last contact. We keep your personal data for 18 months so that if you contact us again in that period you do not have to re-consent to this privacy notice, enabling us to assist you faster in your query.

Without your consent, your data is deleted in line with one of the following:

- a. If your ticket stays open for longer than 18 months then we will contact you again to confirm the details we have are correct and re-confirm your consent. If we are unable to contact you, or you withdraw your consent your personal data will be deleted.



- b. All tickets raised with us are put into a knowledge base, once closed, and kept indefinitely in case we encounter the same problem again with you or a different customer. Any tickets you raise with us will be anonymised 1 month after being closed.

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.

The database used to store your details is backed up regularly, in the unlikely event that we need to restore the database we will delete your information again before continuing to use that database.

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 or write to them at:

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