

QPSMR Limited - Privacy Policy

Purpose of policy

Here at QPSMR Limited we are committed to protecting your personal information and being transparent about what information we hold about you.

Using your personal and company information allows us to provide you with relevant details about, and to improve, our products and services; to supply the software and to respond to your enquiries.

The purpose of this policy is to give you a clear explanation about how we use the information we collect from you.

This policy explains:

- What information we collect about you
- How we use that information
- Details about how we keep your personal information secure, how we maintain it and your rights to access it

If you have any questions about this policy, please contact the Data Protection Officer at QPSMR Limited using the contact details at the end of this document.

The Company

QPSMR Limited are suppliers of the QPSMR research and analysis software and providers of a quality data processing bureau service. Our address is Thames Park, Lester Way, Hithercroft, Wallingford, OXON, OX10 9TA, UK. Our company registration number is 3929222; our VAT number is GB724576617.

Information collection

We collect different types of information when a software licence agreement form is completed and/or when a data processing service is commissioned.

Contract purposes (when providing our products and services)

When you enter into an agreement to lease the QPSMR software, or to use our data processing bureau department, we will store the company and/or personal information you give us including your name, email address, postal address, telephone number. When leasing the software we will also store details of the program you have leased, the version, number of users and the dates of the lease. This information is used, for example, to obtain payment, provide customer support, to answer enquires and to contact you by email when your lease is due for renewal.

Legal requests

We may need to use the information you provide to comply with a legal obligation such as to respond to a request from a supervisory authority or government, or to prevent fraud.

Notifications

We will use the information you provide to send communications which are required by law or to notify you of changes to our terms, software or services.

Marketing communications

We aim to communicate with you about our products and services in ways that you find most appropriate (normally by email). To do this we may use data that we have stored about you/your organisation as described in section "Contract Purposes (when providing our products and services)". Note: You may stop receiving marketing communications from us at any time. To withdraw your consent to receive marketing communications please use the address at the end of this document.

Legitimate business interests

In certain situations, we collect and process your data for purposes that are in our legitimate organisational interests. However, we only do this if there is no overriding prejudice to you by using your personal information in this way.

Legal basis for processing (European Economic Area EEA)

This will be one of the following:

- we need the information to fulfil a contract with you (for example, to provide the QPSMR software that you have leased)
- where we have your consent (which you may choose to withdraw at any time)
- for our legitimate interests (when not overridden by your interests or fundamental rights and freedoms)
- where we need to comply with a legal or regulatory obligation

With your explicit consent

For other situations we would ask for your explicit consent before using your personal information.

Your debit and credit card information

If you use your credit or debit card to purchase a lease or bureau service from us, we will ensure that this is carried out securely and in accordance with the Payment Card Industry Data Security Standard (PCI-DSS). You can find more information about this standard by visiting:

www.pcisecuritystandards.org/pci_security

Cookies

Cookies are small text files that are automatically placed onto your device by some websites that you visit. They are widely used to allow a website to function (for example to keep track of your basket) as well as to provide website operators with information on how the site is being used. Please note, the only cookies used on our website are temporary session cookies (these are stored in temporary memory and are not retained after the browser is closed; no information is collected from the user's computer).

Maintaining your personal information

We securely store your personal information indefinitely so that for any subsequent lease and/or bureau service purchases you make we are able to link them back to a single unique record that we hold for you on our system.

If there are aspects of your record that are inaccurate or that you would like to remove, you can ask us to do this using the contact details at the end of this policy.

Any requests you make regarding your data will be noted against your record so that we can comply with your requests.

Security of your personal information

We have put in place appropriate safeguards (both in terms of our procedures and the technology we use) to keep your personal information secure.

Your rights to your personal information

You have a right to request a copy of the personal information that we hold about you and to have any inaccuracies in this data corrected. Please use the contact details at the end of this policy if you would like to exercise this right.

Contact details and further information

Please get in touch with us if you have any questions about any aspect of this privacy policy.

The Data Processing Officer

QPSMR Limited

Thames Park

Lester Way

Hithercroft

Wallingford

Oxon OX10 9TA

info@qpsmr.ltd.uk