

# Privacy Policy

## Our contact details

Name: Clarivos

Address: 5 Merchant Square, Paddington, London

Phone Number: 0207 043 8107

E-mail: [info@clarivos.com](mailto:info@clarivos.com)

## The type of personal information we collect

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details)
- Device and Usage Data: We collect data about how you and your devices interact with our website (by cookies and other similar tracking technologies. See our Cookies Policy for further details.
- Comments and Feedback: We retain information when you make enquires or provide comments or feedback
- Client Personal Data: In the course of providing professional services to you, you may request that we process personal data about your employees and customers.

## How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- **Response to marketing communications**
- **Event registration**
- **Project data handling**

We also receive personal information indirectly, from the following sources in the following scenarios:

- Partners, with whom we might provide co-branded services, or with whom we might engage in joint marketing activities.
- Publicly available sources such data in the public domain.
- Cookies and other tracking technologies.

We use the information that you have given us in order to:-

- Provide and improve the products and services we offer and to keep you informed of similar or related products relevant to you
- Perform essential business operations to enable us to operate our business. This processing is necessary to serve our legitimate interests
- Protect the security of our services and clients, detect fraud, confirm validity of software service access rights, resolve disputes and enforce our agreements. This processing is necessary to serve our legitimate interests
- Improve our website by monitoring how you use it. This processing is necessary to serve our legitimate interests
- Where you request or consent to such, to send you marketing material and other relevant notifications

We do not and will not sell personal information about our customers. We may share information with the following types of third parties, or in the following circumstances:

- **Partners:** We are a certified partner of SAP (UK) Limited. We may liaise with SAP and its affiliates, and other strategic partners for the purposes of delivering products and services to you.
- **Other third-party vendors:** We use some third-party vendors (agencies and contractors). These entities are required to abide by our privacy policies and are prohibited from using personal data received by us for any other purpose than providing services to you
- **Sale, merger or acquisition:** We may share your information in the event of a sale, merger or acquisition of part or all of our business. This would be for our legitimate interests.
- **Compelled disclosure:** When legally required, strictly necessary for the performance of a contract, or to protect our rights, we may disclose your personal information to law enforcement or other authorities as required by applicable law, or as may otherwise be legally required.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

- (a) Your consent. You are able to remove your consent at any time. You can do this by contacting [info@clarivos.com](mailto:info@clarivos.com)
- (b) We have a contractual obligation
- (c) We have a legal obligation
- (f) We have a legitimate interest

### **Links to other websites**

Our website may contain links to third party sites. We are not responsible for the privacy practices or the content of these websites. If you provide personal data to such third parties, your data will be governed by their privacy statements.

### **How we store your personal information**

We are committed to protecting the security of personal information. We maintain appropriate security measures to prevent personal information from being accidentally lost, or used or accessed in an unauthorised way. In the event that we are required to retain your personal data for legal reasons, we shall retain your personal data for period required by law.

## Your data protection rights

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your personal information.

**Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

**Your right to object to processing** - You have the right to object to the processing of your personal information in certain circumstances.

**Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at [info@Clarivos.com](mailto:info@Clarivos.com) or at the address/telephone number on this policy if you wish to make a request.