



Mobilise your business with

VOIspeed[®]

Privacy Policy Statement

VOIspeed Ltd, www.voispeed.co.uk is a telecoms business based in St. Albans, UK, part-owned by an Italian software company, Team System. The policy statement below explains **how VOIspeed Ltd use your information and who this data is shared with.**

What information do we collect about you as a client?

We collect administrative data about you when you register with us as a client. If you sign a contract with us, we collect bank details and other financial data when you set up an account. This includes direct debit information, and IT information to provide our services with technical support. We also collect your email address to send you any technical updates, technical faults, and administrative information.

How will we use client information?

We share the **addresses of our clients with our VoIP providers** so that the emergency services can locate the office of our clients based on their phone numbers. We do not share data on your IT infrastructure with third party providers and have a separate form for permission to share data with telephone number porting authorities.

We also share our clients' **financial information** with our direct debit processor [FastPay Ltd](#) (see this privacy notice link).

Marketing and Customer Relationship Management (CRMs)

We would like to send you information about products and services, such as the latest features and software updates which may be of interest to you. If you have consented to receive marketing material via email, you may opt out at a later date. You have a right at any time to stop us from contacting you for marketing purposes. If you no longer wish to be contacted for marketing purposes or have records on our CRM, please contact us (see below). Here is a brief list of how we collect the data, the suppliers used and links to their privacy notices.

- **E-newsletter and emails:** We use a third-party provider, Mailchimp to deliver our monthly e-newsletters. For more information, please see [Mailchimp](#) Privacy Policy.
- **Phone Data:** We may collect data on calls via our VOIspeed phone system, which has functionalities that allow us to be GDPR compliant like increased security encryption for sensitive data, GDPR control panel to personalise security parameters, and the 'right to be forgotten'. If you want to be erased from our phone records, please contact us (**see below**).
- **CRM:** Our VOIspeed phone system features a mini-CRM and helps us collect data about our client and partner businesses. We also collect customer data and log any referrals on the [Hubspot](#) CRM.



Mobilise your business with

VOIspeed®

GDPR and VOIspeed Software for our partners and clients

The VOIspeed UCloud software, our business phone system, is not only used by us but is our core offering. This software is GDPR compliant and enables our partner and client businesses to manage their GDPR responsibilities and the data stored on their phone system themselves.

<https://voispeed.co.uk/gdpr-regulation/privacy-sw-voispeed/>

We support our partners and clients in learning about this through these articles on our website : <https://voispeed.co.uk/gdpr-section>. Further support is available from our technical support team: support@voispeed.co.uk

Access to your information and correction

Under GDPR you have various rights over the data stored: data rectification, data portability, right of access, right for restriction and right to object. You have the right to request a copy of the information that we hold about you (Subject Access Request). If you would like a copy, please contact us (see below). We shall respond to you within 15 days with details of the information we hold, why we are holding it, who it could be disclosed to and send you a copy of this information. We want to make sure that your personal information is accurate and up to date, so please ask us to correct or remove information you think is inaccurate.

Deleting Data

If you are not concerned about what data we have but simply wish for VOIspeed **to erase your data**, please email: info@voispeed.co.uk with DELETE DATA in the title or call us on 01727848186. We shall deal with this request within a month.

Changes to our privacy policy

We keep our privacy policy under regular review and will place any updates on this web link. This privacy policy was last updated on 30th June 2022.

How to contact us

Please contact us if you have any questions about our privacy policy or information we hold about you:

By emailing: info@voispeed.co.uk

By writing to: VOIspeed Ltd, 26 London Road, St. Albans, AL1 1NG

By calling: 01727 848186.