

Privacy Statement

We respect privacy and your rights to control your personal data. We will be clear about the data we collect and why. We safeguard your data, and we do not and will not sell your data to third parties.

This Privacy Statement (The Statement) explains the personal information we collect from you, directly or indirectly, and how we will use it. The statement also covers your choices regarding the data we collect and how you can control these decisions. It applies to all Centerprise International (CI) products. It also applies to any CI-controlled websites, as well as other offline interactions such as attending a CI-sponsored event (collectively referred to as 'Services'). Please read this Statement carefully to understand when you may provide personal information to us and how CI uses the personal information provided. By using CI products and services, you agree to the use of your personal information as described in this Statement. The terms 'we', 'us', or 'CI' are each intended to reference Centerprise International and its group of companies.

To make the information in this Statement easy to understand, it is structured to highlight different occasions when a customer would potentially share information with CI. It is broken down into the following segments:

Who are we?

Centerprise International Limited

Centerprise International Limited (CIL) was established in 1983 and has a strong reputation as one of the UK's most respected IT providers. Centerprise has a strong presence within the UK public sector and an ever-growing private sector footprint. Centerprise has been a trusted supplier to the MOD for more than 30 years. It is also a significant supplier of IT products, solutions and services within the Education, Central and Local Government, Emergency Services and Healthcare sectors.

CiContinuity

CiContinuity is the CIL brand for the delivery of best-in-class Business Continuity and Disaster Recovery (BCDR) services. Through our CiContinuity services, we help manage and control an organisation's business risks by providing expert advice and solutions in Cloud and IT recovery services. The services provide peace of mind to our customers allowing them to focus on delivering their core business objectives.

YoYoTech

YoYoTech is the CIL brand for our market-leading manufacturing capability of custom-built PCs, eSport Arenas and overclocking. Established in 2002, it became part of the Group in 2013. Our YoYoTech systems have held the world performance record on several occasions, and we take great pride in creating every new system.

Learning about Centerprise International

As you gather more information about CI, you may visit a site that we own virtually or physically. Examples include browsing our website, contacting our sales representatives, physically visiting a CI-owned establishment, or attending CI-sponsored events. To learn more about our products, you may voluntarily provide personal information, such as your name and email address, during these interactions. You may also provide information online via cookies or similar technologies when you visit our websites.

We collect:

Name, email address, telephone contact information(optional), IP and physical (optional) address and information provided by cookies or similar technology.

Why?

We use this information to share news about events and products offered by CI.

Additionally, the IP address helps us understand geographic information about our website visitors better to improve our website for everyone.

Buying Products

When you buy from us, you may be asked to provide information so we can complete your purchase. This information may include your name, phone number, email, shipping/delivery address, and payment information.

We collect:

Your name, phone number (optional), email address, delivery/shipping address, and payment information.

Why?

We use this information to complete your transaction, follow up with you about your purchase, help with any delivery issues, handle returns, and other issues related to the purchase of the products.

Getting Help from CI

From time to time, you may decide to contact our Services team for assistance with your CI products and/or services. To be able to offer you the best service possible, we may collect certain data from you or your products.

What we collect:

This may include contact information such as your name, email address, phone number, social media identifiers (if you contact us using a social media channel), and the content of your chats and other communications with CI services team (including voice recording). In certain situations, we may need to collect system configuration & diagnostic information to enable us to fulfil our delivery & support obligations.

Why?

We collect this information to enable us to deliver the services defined in your service agreement.

Information obtained from third-party sources

We protect data obtained from third parties according to the practices described in this notice and apply any additional restrictions imposed by the source of the data.

How We Use Personal Information

CI uses the data we collect to provide you with the products and services we offer, which includes using data to improve and personalise your IT experiences. We also use the data to communicate with you, for example, informing you about, new products or services available, security and other types of updates.

CI uses the data for the following purposes:

- Providing our Product Experience · Customer Support · Product Improvement · Security, Safety, and Dispute Resolution · Business Operations · Communication, Marketing and Advertising

Providing our Product Experience

We use data to provide and improve our Products and perform essential business operations. This includes operating products, maintaining and improving their performance, developing new features, conducting research, and providing customer support.

Customer Support

We use data to diagnose product problems, repair customers' devices, and provide customer care and support services.

Product Improvement

We continually use data to improve our products and services, including adding new features or capabilities. For example, we use error reports to improve security features, search queries and clicks to improve the relevance of search results, and usage data to determine what new features to prioritise.

Security, Safety, and Dispute Resolution

We use data to protect the security and safety of our products and customers, detect and prevent fraud, resolve disputes, and enforce our agreements.

Business Operations

We use data to develop aggregate analysis and business intelligence that enable us to operate, protect, make informed decisions, and report on the performance of our business.

Communication, Marketing and Advertising

We use the data we collect to deliver and personalise our communications with you. For example, we may contact you by email or other means of electronic communication to inform you about new CI products or Services, security or software updates, update you on a support issue, or invite you to participate in a survey.

We also use cookies and similar technologies to provide the most relevant advertising to you. All Marketing communications include a link to allow you to define the communications we send you more closely or to unsubscribe from a mailing list.

Sharing and Disclosure

Centerprise International does not and will not sell personal information about our customers.

We only disclose your data as authorised in this Statement. We may share information with the following types of third parties.

Who We May Disclose Your Personal Information to and Why

Third-party vendors. CI uses a variety of third-party vendors to carry out services like website management and hosting, product purchases and shipping, credit card processing and email communications. We only share your personal data as necessary. To complete a transaction, provide a product or service you have requested or authorised only with vendors or agents working on our behalf for the purposes described in this Statement. In this case, your personal information will be shared with these agents or contractors, but only for performing services on behalf of CI and in accordance with this Notice. You may request an up-to-date list of these parties at any time.

Parties with whom it might be necessary when we reasonably believe it to be required by law or in connection with legal proceedings; to prevent harm to CI or its customers; for the prevention and detection of crime or the apprehension or prosecution of offenders; to maintain the security of our products or to protect the rights or property of Centerprise International.

Parties with whom it might be necessary to complete a financial or corporate transaction, such as a merger or sale of assets.

We may also share non-personal information, such as aggregated data, with our partners or publicly.

How to Access and Control Your Personal Information

You can review, edit or delete your personal data by contacting us directly at DPO@centerprise.co.uk. You can always opt out of receiving promotional emails and other marketing communication from us. We will respond to any request to access or delete your personal data as soon as possible, certainly within 1 calendar month of receiving the request.

Communication, Marketing and Advertising Preferences

You can opt out of receiving certain direct communications from CI. If you wish to stop receiving emails from us, you can follow the instructions in every email sent to you via the "Unsubscribe" tab. We respect your choice and will stop sending you promotional emails once you unsubscribe. It may take up to one week to process your request

Cookies and Other Similar Technologies

We use cookies and similar technologies, such as pixels, tags, web beacons, and other identifiers, to help us personalise our website for you, understand how users are using it, and customise our marketing offerings. By visiting our website, you agree to the use of cookies and similar technologies for the purposes described in this Statement.

Cookies

A 'cookie' is a small data file containing a string of characters that is sent to your computer when you visit a website. When you visit the website again, the cookie allows that site to recognise your browser. The length of time a cookie will stay on your computer or mobile device depends on whether it is a "persistent" or "session" cookie. Centerprise International uses both types of cookies. Session cookies will only stay on your device until you stop browsing. Persistent cookies stay on your computer or mobile device until they expire or are deleted. We use the following types of cookies on our website.

- **Strictly necessary cookies.** These cookies are essential for you to browse our website and use its features. Without these cookies, services like shopping baskets cannot be provided
- **Performance cookies.** These cookies collect information about how you use our websites. This data may be used to help optimise our website and make it easier for you to navigate.
- **Functional cookies.** These cookies allow our websites to remember your choices and personalise your experience. For instance, we may store your geographic location in a cookie to ensure that we show you the website relevant to your area.
- **Third Party cookies.** Third-party cookies are those placed by websites and/or parties other than Centerprise International. These cookies may be used on our website to improve our products or services or to help us provide more relevant advertising. These cookies are subject to the respective privacy policies for these external services, such as the Facebook Data Use Policy.
- **Analytics cookies.** We use analytics cookies, like those offered by Google Analytics, to help us understand how long visitors stay on our website, what pages they find most useful, and how they arrive at Centerprise International.co.uk or one of the other websites operated by CI.

How to control cookie settings

Most web browsers allow you to control cookies through their settings preferences; however, if you limit the ability of websites to set cookies, you may impact your overall user experience. Below, you can learn about how to control cookie settings on popular web browsers:

Google Chrome Microsoft Edge Safari Firefox

In addition to cookies, we sometimes use small graphic images known as 'pixels' (also known as web beacons, clear GIFs, or pixel tags). We use pixels in our email communications to you (if you have selected to receive such communications) to help us understand whether our email communication has been viewed. We also use third-party pixels (such as those from Google, Facebook, and other advertising networks) to help us provide relevant advertising to your interests.

Security

Centerprise International is committed to protecting the security of your personal data. We are certified to the following International Organisation for Standardisation (ISO) Standards:

- ISO9001:2015 – Quality Management
- ISO10002:2018 - Quality Management – Customer Complaints
- ISO14001:2015 - Quality Management for Environmental Management
- ISO20000:2018 – Provision of Information Technology Service Management
- ISO22301:2019 – Business Continuity Management
- ISO27001:2022 – Information Security Management System
- ISO45001:2018 – Occupational Health and Safety Management
- BS15713:2009 – Secure Destruction of Confidential Material
- PCI DSS - Payment Card Industry Data Security Standard

In addition, CI holds a certificate as a Safe Supplier covering Health and Safety, Modern Slavery, Risk Management, Environment, Anti-Bribery, Finance, People, GDPR, Quality Management, Business and Professional Standing and Insurance.

We use various security technologies and procedures to help protect your personal data from unauthorised access, use, or disclosure. For example, we store the personal data you provide on computer systems with limited access and in controlled facilities. When we transmit data over the Internet, we protect it using encryption.

While no service is completely secure, Centerprise International takes precautionary measures to help prevent information about you from loss, theft, misuse and unauthorised access, disclosure, alteration and destruction. For example, we ensure our third-party data centre vendors provide adequate security measures.

Additionally, your data is protected with encryption, such as Transport Layer Security (TLS), during transition over the Internet. Your personal information is stored on servers that are kept in a controlled environment with limited access. While we take reasonable precautions to guard the personal information we collect from you, no security system is impenetrable. If you have any questions about the security of your personal information, you can contact us at:

DPO@centerprise.co.uk

Other Important Privacy Information

Our Policy Towards Children

Centerprise International does not seek to gather information on or from children. We do not knowingly solicit personal information from children or send them requests for personal information.

Our Retention of Personal Data

Centerprise International retains personal data for as long as necessary to provide services, support your product, and fulfil the transactions you have requested, or for other essential purposes such as complying with our legal obligations, resolving disputes, and enforcing our agreements. Because these needs can vary for different data types in the context of different products or services, actual retention periods can vary significantly.

Changes to Our Privacy Notice

Centerprise International may modify or update this Statement when necessary to reflect customer feedback and changes in our products and services, so please review it regularly. When we update this Statement, we will revise the 'Last Update' date at the top of this document. If there are material changes to the Statement or how Centerprise International uses your personal data, we will notify you by posting a notice of such changes before they take effect. We encourage you to regularly review this Statement to learn more about how Centerprise International uses and protects your information. Your continued use of the service or products after any modification to this Statement will constitute your acceptance of such modification and updates.

How to Contact us

If you have any questions about the use of your personal information, please send us an email to:

DPO@centerprise.co.uk