

**SureVoIP Hosted (Phone calls, Call Recording, Softphone Subscription, Instant Messaging, Contacts Directory)**

What Information we collect	Who provides your information	How we use your information	Our reasons	Legitimate Interests
Customer Contact details	Data subject (customer/user)	Service Authentication and Authorisation	Operating the services we provide	Business cannot operate without.
Customer Contacts	Data subject via uploading data to SureVoIP Portal	Stored in central directory servers in Edinburgh and London	Data subject requires the service.	Data subject requires the service.
Call recordings	Data subject whilst making calls, i.e. generates audio SureVoIP records.	Stored in central file system in Edinburgh and London	Data subject requires the service.	Data subject requires the service.
Telephone numbers called	Data subject via their activity using a SureVoIP services	Save information in central database	Billing, Customer information presentation on SureVoIP Portal and Legal regulation and Crime prevention for Police requests	To deal appropriately with our responsibilities in relation to financial crime To comply with laws and regulations that apply to us Customer needs this information to track their business activities
Caller Line Identification	Data subject after approval from SureVoIP	Present to called party	Service Operation and Ofcom legal duties	To deal appropriately with our responsibilities in relation to financial crime To protect our reputation To comply with laws and regulations that apply to us
Company legal name	Data subject or Creditsafe	For fraud prevention purposes	Our legal duties Legitimate interests	To deal appropriately with our responsibilities in relation to financial crime To protect our reputation To comply with laws and regulations that apply to us

Privacy Notice per SureVoIP Service

Name and Address of company Directors or responsible applicant for SureVoIP products and services	Data subject or Creditsafe	To carry out credit checks	Your consent Legitimate interests	To assess the financial worthiness of those to whom we may provide services to assess their ability to pay any sums due for those services
Payment card details Billing Address	Collected directly from customer	Financial administration, including managing customer payments, calculating fees and interest and collecting and recovering money that is owed to us	Performing contractual obligations Legitimate interests Our legal duties	To meet our contractual obligations to you or your employer To ensure that we benefit from the terms of the contracts we have entered into and properly manage the risks and liabilities associated with them To comply with laws and regulations that apply to us
		In the proper management of our business	Legitimate interests Our legal duties	To manage our business efficiently and properly in accordance with normal business practices, legal requirements and to optimise its value for shareholders To ensure that we run our business in accordance with good business principles and meet corporate governance, accounting and audit standards
		To allow you to participate in interactive features of our service, when you choose to do so	Your consent Performing contractual obligations Legitimate interests	To provide efficient customer care and services
		To administer our website and for internal operations, including troubleshooting, data analysis,	Your consent Performing contractual obligations	To provide efficient customer care and services

Privacy Notice per SureVoIP Service

		testing, research, statistical and survey purposes	Legitimate interests	To ensure that our technology operates efficiently and without error To assess which of our services may be of interest to you and to tell you about them To develop new products and services and improve existing ones To obtain customer feedback
		To improve our services and website to ensure that content is presented in the most effective manner for you and for your device		To provide efficient customer care and services To develop new products and services and improve existing ones To obtain customer feedback

**SureVoIP Onsite (Calls In/Out to a PBX)**

What Information we collect	Who provides your information	How we use your information	Our reasons	Legitimate Interests
Telephone numbers called	Data subject via their activity using a SureVoIP services	Save information in central database	Billing, Customer information presentation on SureVoIP Portal and Legal regulation and Crime prevention for Police requests	To deal appropriately with our responsibilities in relation to financial crime To comply with laws and regulations that apply to us Customer needs this information to track their business activities
Caller Line Identification	Data subject after approval from SureVoIP	Present to called party	Service Operation and Ofcom legal duties	To deal appropriately with our responsibilities in relation to financial crime To protect our reputation To comply with laws and regulations that apply to us
		For fraud prevention purposes	Our legal duties Legitimate interests	To deal appropriately with our responsibilities in relation to financial crime To protect our reputation To comply with laws and regulations that apply to us
IP Address	Internet	Authentication and Debugging Service issues	Operating our services	Operating our services

**SureVoIP Numbers (International / Call forwarding or to PBX/Hosted)**

What Information we collect	Who provides your information	How we use your information	Our reasons	Legitimate Interests
Telephone numbers called	Data subject via their activity using a SureVoIP services	Save information in central database	Billing, Customer information presentation on SureVoIP Portal and Legal regulation and Crime prevention for Police requests	To deal appropriately with our responsibilities in relation to financial crime To comply with laws and regulations that apply to us Customer needs this information to track their business activities
Caller Line Identification	Data subject after approval from SureVoIP	Present to called party	Service Operation and Ofcom legal duties	To deal appropriately with our responsibilities in relation to financial crime To protect our reputation To comply with laws and regulations that apply to us
		For fraud prevention purposes	Our legal duties Legitimate interests	To deal appropriately with our responsibilities in relation to financial crime To protect our reputation To comply with laws and regulations that apply to us
IP Address	Internet	Authentication and Debugging Service issues	Operating our services	Operating our services
End call destination (mobile or landline)	Data subject	To operate the services	Operating our services	Operating our services

**SureVoIP Mobile (Phone calls, Call Recording, SMS and Data)**

What Information we collect	Who provides your information	How we use your information	Our reasons	Legitimate Interests
Customer Contact details	Data subject (customer/user)	Service Authentication and Authorisation	Operating the services we provide	Business cannot operate without.
SMS content	Data subject (customer/user)	Save SMS content when user has opted in for that service	Customer opts in to save their data for access in the Portal	User requested service
Location data	Data subject (customer/user)	Roaming on to correct Mobile Network	Operating the services we provide	Service cannot operate without.
Call recordings	Data subject whilst making calls, i.e. generates audio SureVoIP records.	Stored in central file system in Edinburgh and London	Data subject requires the service.	Data subject requires the service.
Telephone numbers called	Data subject via their activity using a SureVoIP services	Save information in central database	Billing, Customer information presentation on SureVoIP Portal and Legal regulation and Crime prevention for Police requests	To deal appropriately with our responsibilities in relation to financial crime To comply with laws and regulations that apply to us Customer needs this information to track their business activities
Caller Line Identification	Data subject after approval from SureVoIP	Present to called party	Service Operation and Ofcom legal duties	To deal appropriately with our responsibilities in relation to financial crime To protect our reputation To comply with laws and regulations that apply to us
Company legal name	Data subject or Creditsafe	For fraud prevention purposes	Our legal duties Legitimate interests	To deal appropriately with our responsibilities in relation to financial crime To protect our reputation

				To comply with laws and regulations that apply to us
Name and Address of company Directors or responsible applicant for SureVoIP products and services	Data subject or Creditsafe	To carry out credit checks	Your consent Legitimate interests	To assess the financial worthiness of those to whom we may provide services to assess their ability to pay any sums due for those services
Payment card details Billing Address	Collected directly from customer	Financial administration, including managing customer payments, calculating fees and interest and collecting and recovering money that is owed to us	Performing contractual obligations Legitimate interests Our legal duties	To meet our contractual obligations to you or your employer To ensure that we benefit from the terms of the contracts we have entered into and properly manage the risks and liabilities associated with them To comply with laws and regulations that apply to us
		In the proper management of our business	Legitimate interests Our legal duties	To manage our business efficiently and properly in accordance with normal business practices, legal requirements and to optimise its value for shareholders To ensure that we run our business in accordance with good business principles and meet corporate governance, accounting and audit standards
		To allow you to participate in interactive features of our service, when you choose to do so	Your consent Performing contractual obligations Legitimate interests	To provide efficient customer care and services

Privacy Notice per SureVoIP Service

		To administer our website and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes	Your consent Performing contractual obligations Legitimate interests	To provide efficient customer care and services To ensure that our technology operates efficiently and without error To assess which of our services may be of interest to you and to tell you about them To develop new products and services and improve existing ones To obtain customer feedback
		To improve our services and website to ensure that content is presented in the most effective manner for you and for your device		To provide efficient customer care and services To develop new products and services and improve existing ones To obtain customer feedback



**SureVoIP Internet**

What Information we collect	Who provides your information	How we use your information	Our reasons	Legitimate Interests
IP Addresses visiting	Data subject service usage	Service optimisation statistics	Operating our services efficiently	Operating our services efficiently
		For criminal prevention purposes	Our legal duties Legitimate interests	To deal appropriately with our responsibilities in relation to financial crime To protect our reputation To comply with laws and regulations that apply to us

**SureVoIP API (processing credit card, contact details, placing phone calls, provisioning customers and telephone numbers)**

What Information we collect	Who provides your information	How we use your information	Our reasons	Legitimate Interests
Customer Contact details	Data subject	Service Authentication and Authorisation	Operating the services we provide	Business cannot operate without.
Customer Contacts	Data subject via uploading data to SureVoIP Portal	Stored in central directory servers in Edinburgh and London	Data subject requires the service.	Data subject requires the service.
Call recordings	Data subject whilst making calls, i.e. generates audio SureVoIP records.	Stored in central file system in Edinburgh and London	Data subject requires the service.	Data subject requires the service.
Telephone numbers called	Data subject via their activity using a SureVoIP services	Save information in central database	Billing, Customer information presentation on SureVoIP Portal and Legal regulation and Crime prevention for Police requests	To deal appropriately with our responsibilities in relation to financial crime To comply with laws and regulations that apply to us Customer needs this information to track their business activities
Caller Line Identification	Data subject after approval from SureVoIP	Present to called party	Service Operation and Ofcom legal duties	To deal appropriately with our responsibilities in relation to financial crime To protect our reputation To comply with laws and regulations that apply to us
Company legal name	Data subject or Creditsafe	For fraud prevention purposes	Our legal duties Legitimate interests	To deal appropriately with our responsibilities in relation to financial crime To protect our reputation To comply with laws and regulations that apply to us
Name and Address of company Directors or responsible applicant for SureVoIP products and services	Data subject or Creditsafe	To carry out credit checks	Your consent Legitimate interests	To assess the financial worthiness of those to whom we may provide services to assess their ability to pay any sums due for those services

Payment card details Billing Address	Collected directly from customer	Financial administration, including managing customer payments, calculating fees and interest and collecting and recovering money that is owed to us	Performing contractual obligations Legitimate interests Our legal duties	To meet our contractual obligations to you or your employer To ensure that we benefit from the terms of the contracts we have entered into and properly manage the risks and liabilities associated with them To comply with laws and regulations that apply to us
		In the proper management of our business	Legitimate interests Our legal duties	To manage our business efficiently and properly in accordance with normal business practices, legal requirements and to optimise its value for shareholders To ensure that we run our business in accordance with good business principles and meet corporate governance, accounting and audit standards
		To allow you to participate in interactive features of our service, when you choose to do so	Your consent Performing contractual obligations Legitimate interests	To provide efficient customer care and services
		To administer our website and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes	Your consent Performing contractual obligations Legitimate interests	To provide efficient customer care and services To ensure that our technology operates efficiently and without error To assess which of our services may be of interest to you and to tell you about them

Privacy Notice per SureVoIP Service

				To develop new products and services and improve existing ones To obtain customer feedback
		To improve our services and website to ensure that content is presented in the most effective manner for you and for your device		To provide efficient customer care and services To develop new products and services and improve existing ones To obtain customer feedback
IP Address	Internet	Authentication and Debugging Service issues	Operating our services	Operating our services

**SureVoIP Hardware**

What Information we collect	Who provides your information	How we use your information	Our reasons	Legitimate Interests
Name and Delivery Address	Collected directly from customer	For shipping	Your consent Legitimate interests	Ship products
Payment card details Billing Address	Collected directly from customer	Financial administration, including managing customer payments, calculating fees and interest and collecting and recovering money that is owed to us	Performing contractual obligations Legitimate interests Our legal duties	To meet our contractual obligations to you or your employer To ensure that we benefit from the terms of the contracts we have entered into and properly manage the risks and liabilities associated with them To comply with laws and regulations that apply to us

**SureVoIP Partners and Resellers**

What Information we collect	Who provides your information	How we use your information	Our reasons	Legitimate Interests
All the same information we require for all services bought directly from SureVoIP (above), but we will receive it via active customer service usage or via the named SureVoIP Partner at sign up.	SureVoIP Partner or Reseller or active customer service usage	As above.	Our legal duties Legitimate interests Service Provision and operation	To supply services and products to SureVoIP Partners' customers.

**SureVoIP Notify App (push notifications to mobile devices)**

What Information we collect	Who provides your information	How we use your information	Our reasons	Legitimate Interests
<p>By installing the SureVoIP Notify app via the App Store or Google Play store we collect:</p> <ol style="list-style-type: none"> <li>1. Device name</li> <li>2. Device hardware</li> <li>3. Device operating system</li> <li>4. Unique ID of installation</li> </ol>	The SureVoIP Notify app.	<p>We use this to show you what device is connected to your account on the settings page of the SureVoIP Portal</p> <p>We use this for reporting errors to the SureVoIP development team</p>	<p>Deploying the SureVoIP Notify app globally to mobile devices, Service Provision and operational support</p>	To supply services and products to SureVoIP customers.

**SureVoIP App (make business grade calls, chat with your team and manage your SureVoIP products)**

What Information we collect	Who provides your information	How we use your information	Our reasons	Legitimate Interests
<p>By installing the SureVoIP app via the App Store or Google Play store we collect:</p> <ol style="list-style-type: none"> <li>1. Device name</li> <li>2. Device hardware</li> <li>3. Device operating system</li> <li>4. Unique ID of installation</li> <li>5. Your name (we already have this)</li> <li>6. Your email (we already have this)</li> </ol>	The SureVoIP app and your device	<p>We use this to log you into the SureVoIP API</p> <p>We use this to show you what calls you have made</p> <p>We use this for your Instant Messaging</p> <p>We use this so you can manage all your SureVoIP products</p> <p>We use this to track what pages and features you use in the SureVoIP app so we can make improvements to the app</p> <p>We use this for reporting errors to the SureVoIP development team</p>	<p>Deploying the SureVoIP app globally to devices.</p> <p>Service Provision and operational support</p> <p>App improvements</p>	To supply services and products to SureVoIP customers.