

Lentl.io Privacy Notice

Lentl.io values the personal information you provide to us and we wouldn't want to use it in a way that you won't expect. This Privacy Notice explains how we protect your privacy and how you can control how we use your personal information. If you want to change the way in which we use your data or if you have a question about how your personal information is used, please contact us using the methods below:

- Email: hello@lentl.io
- Phone: +(44) 1772 823734
- Post: Blue Wren Ltd, 15 Ribblesdale Place, Winckley Square, Preston, PR1 3NA United Kingdom

The information you provide to us

When you provide your information to us directly via our website or application, over the phone or face to face we only ask you to supply information that we need in order to provide the service you have requested. We will normally ask you to provide us with:

- Your name
- Your contact details
- Your company details
- Your customers email addresses

However, if you do business with us we may also ask for further information about you or your company including finance details.

You may also provide your information to us via another website for example a Facebook Group when you enquire to become one of our customers.

Information provided to us by other companies

Occasionally we may contact you using personal data provided to us by other companies. We take careful steps to ensure that they have permission from you to allow us to do this. If you feel this is incorrect, please let us know.

We supply data processing services to our clients who provide us with personal data of their customers. Any personal data provided to us in this manner has been collected under our clients' privacy notices and we

encourage you to read these to understand how they handle your personal data.

We do not process for own purposes any of your data that has been provided by our clients for their data processing services

Information provided to us via cookies

Our web site uses cookies which you can disable using your browser options. Cookies are small data text files that are sent from a server computer during a browsing session. Cookies are typically stored on your computer's hard drive and are used by web sites to simulate a continuous connection to that site. In order to make our site more responsive to your needs we use cookies to track and manage information relative to your specific interests. In this way we can tailor our site to your needs, deliver a better and more personalised service and track the pages on our site that you visit. The use of cookies automatically identifies your browser to our computers whenever you interact with our site. You should note that if you do disable cookies, you may not be able to access all the services on this site.

How we use your data

We use your personal information in a number of ways to:

- provide you with the service or information you've requested
- enable you to take part in our online assessments and surveys
- keep you informed and updated on relevant products you may be interested in
- improve our website and the range of services and products we provide
- provide you with useful information about data news, events and conferences
- administer your account
- assist our clients with data processing services

For the avoidance of doubt, we do not store credit card details and only share payment details with our payment gateway provider.

Who we share your data with

We do not share or sell your data to any other company without your prior consent other than those processors we use for our business operations who process your data under our control:

- OnePage CRM for our sales operations
- Campaign Monitor for our email marketing campaigns
- Blue Wren and AWS who provide website hosting and infrastructure
- Microsoft UK who provide our office & email system hosting
- Google.com who provide website tracking and statistical services
- Stripe who provide online payment gateway services to us
- Trello and Favro who provide online project management services
- Xero who provide our online accounts and bookkeeping services

In all cases the servers where your personal data is stored and processed are located in the European Economic Area

Under some circumstances we may be required to disclose or share your information without your consent, for example if we are required to by the police, the courts or for other legal reasons.

How we keep your personal information safe

We take our obligations to keep your personal data safe and secure very seriously.

Within Lentl.io, access to your personal information is strictly controlled on a 'need to know' basis. Staff members are only allowed access to your personal data if they have been sufficiently trained in data handling. We have specific technical controls in place to restrict access and these are monitored regularly.

How long we keep your personal information

We keep your personal information in line with our data retention policy. This means that we will remove data which have collected directly from you from our systems if we haven't had any direct contact with you during the last 12 months

For data provided to us by our clients, we are governed by their data retention rules as specified in their privacy notices.

In certain circumstances we have a statutory obligation to keep your personal information for a set period of time for example financial information (normally 6-7 years) for financial auditing purposes.

How to keep your personal information up-to-date

It's important for both you and us that your personal information is correct. If you believe this not to be the case, then please e-mail the amended details to hello@lentl.io and we will contact you to verify your identity.

How you can find out about the information we hold about you

You have the right to request a copy of the information that we hold about you.

If you would like a copy of some or all of your personal information, please email or write to us using the contact details in this policy.

We will get in contact to verify your identity and if we do hold information about you we will:

- give you a description of it
- tell you why we are holding it
- tell you who it could be shared with
- let you have a concise and clear copy of the information

Our legal basis for processing your personal information

Much of our processing will be under the basis of “contractual obligation” in other words we need and use your personal information for providing the services you have contracted with us to provide.

However, when we are communicating with you regarding products and services you may be interested in receiving from us in the future, our basis for processing is our legitimate interest as we are communicating with you in the context of your corporate activity and identity and not in relation to your private life.

Asking us to suppress or remove your personal information

Should you wish to not receive information from us in future then you can quickly action this by clicking the unsubscribe link you will find on our marketing e-mails or by sending your details to hello@lentl.io and we will quickly suppress your data.

Should you further wish for us to remove your information entirely (and assuming we have no other obligation to keep it) then please let us know and we will do this – but we would encourage you to let us use it for suppression purposes only.

What to do if you have a complaint

If you have a complaint, please contact our Data Protection Officer at hello@lentl.io who will deal with your request promptly.

If you are still not satisfied with the way your complaint was handled, you can refer your complaint to UK Information Commissioner's Office:
<https://ico.org.uk/concerns/>

Links to other websites

We link our website directly to other sites. This privacy notice does not cover the links within our site linking to other websites and organisations. We encourage you to read the privacy statements on the other websites you visit.

Sale of business

Should lentl.io be sold or integrated with another business, your details may be disclosed to our advisers and any prospective purchasers' advisers and will be passed on to the new owners of the business. We will notify you should this occur, and you will have the opportunity to request suppression or deletion at that time.

Changes to this privacy notice

We keep our privacy notice under regular review. This privacy notice was last updated on 28th February 2018

The Legal Stuff about Lentl.io

We are Blue Wren Ltd.

- Our company registration number is 07212908.
- Our office is registered at 15 Ribblesdale Place, Winckley Square, Preston, PR1 3NA
- Our VAT number is 979635549.