Privacy Policy
(24 August 2024)

Introduction

This Privacy Policy sets out the purpose, and the manner in which we may collect personal information about you.

We are a company incorporated in England (7372850) and our registered office is at Synium House, Shallowford Court, r/o 94-96 High Street, Henley in Arden, B95 5FY.

Accessing our web site

The Synium Website is operated by Synium Ltd. By using this website, you acknowledge that any use of this website is subject to this Privacy Policy together with our Terms and Conditions.

Our site is free of charge and we can't guarantee that our site will always be available. We use our best efforts to ensure the content on our site is up to date and accurate but appreciate errors and omissions may occur from time to time. We provide general information on the website, it is not intended as advice on which you should rely or make a decision on. We also don't guarantee that our site will be free from viruses, therefore you should ensure you have your own virus protection software.

What personal data do you hold?

The types of personal data that Synium may hold about clients are :

- Contact Details, including name, address, phone number and email address
- Business Bank account information
- IP addresses
- Backup Data
- Emails
- System credentials

How do you use my Personal Information?

When you use this website or our helpdesk portal you will be asked to provide certain information, such as your name, contact details, etc by filling in forms on the site. We may store this data on the systems specified below and in accordance with this policy. We will use this data to fulfil our agreement with you to;

- process your quotation
- process your order
- contact you by phone if you have instructed us to do so
- obtain your feedback on the service you have received from us
- contact you to carry out IT support services or tasks

Synium does not process personal data for any purpose other than to deliver the service.

Do you use Cookies on the Synium website?

Yes, we do – cookies are data files that are placed on your hard drive when browsing. These data files allow web sites such as ours to determine if a user is a return client whenever the user visit the Website again. These data files may also be used to review how a user uses a web site. Browsers usually accept cookies automatically, but users may change their browser settings so that cookies can only be accepted by clicking on the accept button. If you wish to find out more about cookies, how to manage and delete them, visit www.allaboutcookies.org. To opt out of being tracked by Google Analytics across all website visit http://tools.google.com/dlpage/gaoptout.

We embed videos from YouTube on our web site. You Tube may set cookies on your computer once you click play, but YouTube will not store any personally-identifiable cookie information. To find out more please visit YouTube's embedding videos information page.

Below is a table which explains the cookies we use and why:

Cookie	Purpose	More information
Google Analytics	These cookies are used to collect information about how visitors use our site. We use the information to compile reports and to help us improve the site. The cookies collect information in an anonymous form, including the number of visitors to the site, where visitors have come to the site from and the pages they visited.	Click here for an overview of privacy at Google

Helpdesk Portal	This cookie is essential for the web application to operate. It is set only for those people who successfully login and keeps a users login details active through every page navigation. This enables us to keep a user logged in	View Helpdesk Privacy Policy
Contact form on Synium Website	This cookie is set by our website to help users auto-fill their username when re-visiting the site after a successful login.	
Linkedin.com	Used only as part of our social media plugins.	View LinkedIn's privacy policy
Twitter.com	Used only as part of our social media plugins.	View Twitter's privacy policy
Facebook.com	Used only as part of our social media plugins.	View Facebook's privacy policy

How secure is the information I provide to you?

We will treat all of your information in strict confidence and we will take all reasonable steps to protect your personal information in accordance with this policy.

Synium work with several third party processors during their business activities to provide services and it is sometimes necessary for these processors to receive and store data on Synium's behalf. Synium only uses suppliers that comply with relevant Data Protection laws to ensure your data is safe.

When dealing with System credentials, Synium use systems that utilise SSL, 2 Factor Authentication and encryption techniques to further secure client data.

Do you disclose my Personal Information to anyone else?

Synium will never sell, rent, lease or give away your information (name, address, email, etc.) to any third party. However, Synium uses several cloud services to deliver the range of services we provide – these are called Third Party Service Providers. Personal data may be transferred to these parties in order to provide the services specified below.

- Cloud backup*
- Antispam email filtering/archiving/business continuity services**
- Financial Accounting tools
- CRM
- Helpdesk Services

* Cloud backup services encrypt all backup files, therefore all data is inaccessible to the service providers.

** Emails are stored by the service provider to provide continuity.

For more information about the service providers used please request this by emailing help@synium.co.uk.

We may disclose any information and data relating to you to the police or any regulatory or government authority in response to a request in connection with the investigation of any suspected illegal activities.

We may also disclose data to anyone to whom we transfer our rights and duties under our agreement with you.

For how long do Synium keep your personal data?

Synium will keep and process your personal data for as long as necessary to deliver services and comply with our legal obligations, such as tax and accounting requirements.

When Synium no longer needs personal data, it will dispose of it in line with approved company processes. These will ensure all reasonable efforts and precautions are taken to protect the confidentiality of the data.

What happens when I phone Synium Ltd?

When you call the Synium helpline we collect Calling Line Identification (CLI) information, name and telephone number. We use this information to help improve our service to you.

What are my rights?

You have the right to:

- Object to us processing your data
- Have inaccurate data rectified
- Access the data we keep
- Have the data we keep on you deleted (in some cases)
- Have the data we keep on you ported elsewhere

Can I request to see the personal data you are holding for me?

You have the right to see personal data (as defined in the General Data Protection Regulations) that we keep about you. If you would like to know the information we are keeping about you please send us a written request to the Data Controller at Synium Ltd. In addition, if you are concerned that any of the information we hold about you is incorrect please contact us using the details below.

How do I change any details stored on my Synium Helpdesk Account?

Your username and password must be kept confidential by you and must not be disclosed to, or shared with, anyone else. Where you do disclose or share your username/password you are solely responsible for all activities undertaken on our Helpdesk Portal using your username/password.

To change any of your registered details on the Synium Helpdesk Portal please email help@synium.co.uk to obtain instructions on how to change your password.

If you want us to correct or change any personal or other information about you held by us, please let us know by e-mail, telephone, or letter – see our contact details below.

Do you use Profiling?

Yes - We may from time to time use publicly available demographic information to determine who we target for specific events or marketing campaigns so as to avoid contacting individuals unnecessarily

How can I get my name removed from the Synium mailing list?

If you want to be removed from our mailing list, please send an email to help@synium.co.uk with the word 'remove' in the subject line and the email address that you wish to be removed within the email. Please note that it may take up to 28 days to action your request. In addition, each electronic mailing we send you will contain details of how you can un-subscribe.

How can I contact you?

If you have any comments or queries in connection with our privacy policy or would like to know what information we are holding about you and how we use this, please email help@synium.co.uk or call 0121 663 0203 or write to the Data Controller at Synium Ltd, Synium House, Shallowford Court, r/o 94-96 High Street, Henley in Arden, B95 5FY.

Changes to Policy

We may amend and update this policy from time to time. Any changes in the future will be posted on this page. The date of the latest update to this privacy policy is set out at the top of this policy.