

General Data Protection Regulation

Privacy Policy

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Personal Data collected from the Workshare website

Any personal data submitted by a person to the Workshare website via our contact forms or interactive services shall be processed by Workshare in accordance with our Privacy Policy set out below.

The Workshare website utilises cookies and other technical measures. Further information on the Workshare use of cookies can be found on our Cookies Statement is available [here](#).

Privacy Policy

This Privacy Policy explains how we use personal information we collect about you when you use our website and covers:

- what personal information we collect about you
- how we use that information
- who we may share that information with

- the choices that you have about how we can make use of that information
- how to access and update your information
- what other rights you have in respect of your information

This website is owned and operated by Workshare Limited, and we are the controller and responsible for your personal information. Our address is 20 Fashion Street, London, E1 6PX.

We have appointed a Data Protection Officer whom you should contact if you have any questions. The DPO's contact details are:

John Shannon
Telephone: 020 7539 1460
E-mail: dpo@workshare.com
Address: as above

Our Privacy Policy was last updated on 25 June 2019

Information we collect about you

Information you provide

We may collect personal information about you when you register on our website or place an order for our products or services. We generally collect this information when you:

- Register to download our software
- Register to attend one of our events, online seminars and demonstrations, live events or trade shows
- Register as a user of our website
- Contact us via our sales information request form, contact form, email or contact number.

We also collect information when you complete our online forms, surveys, provide feedback and participate in our blog or enter one of our promotions or feature.

Information we collect automatically

When you visit our website or use our services, we may collect certain information automatically. For example:

- IP addresses;
- how you clicked through our website;
- dates and times that the website is accessed.

Website usage information is collected using cookies and other tracking technologies. Further information on our use of cookies can be found at [here](#).

Information we collect from other sources.

We work closely with third parties (e.g. business partners, sub-contractors in technical, payment and delivery services, advertising networks, analytics providers, search information providers, credit reference agencies) and may receive information about you from them.

How we use your information

Providing our services and website

We have set out below a description of all the ways we plan to use your personal information, and which of the legal bases we rely on to do so. We have also identified what our legitimate interests are where appropriate.

Note that we may process your personal information for more than one lawful ground depending on the specific purpose for which we are using your data. Please contact us if you need details about the specific legal ground we are relying on to process your personal information where more than one ground has been set out in the table below.

Purpose/Activity	Type of data	Lawful basis for processing, basis of legitimate interest
<ul style="list-style-type: none"> • to provide you with the information, products and services that you request from us • to enable you to communicate, collaborate and share files with other users when you chose to do so • to notify you about changes to our service or website • to help us develop our website to enhance your experience; • to allow you to participate in interactive features of our website, when you choose to do so • to gain your feedback about your experience 	Identity Contact Financial	In preparation for, and the performance of, a contract with you (to provide our services to you) For our legitimate interests: <ul style="list-style-type: none"> • we may be unable to set you up on our systems, administer our relationship with you or perform our services unless we have the personal information we need to be able to do so • to ensure that we are able to keep accurate billing and other records and can charge for our services and receive payment • we continually try to improve our services and systems to reflect changes in technology, operating systems and ways of working, and to reflect feedback from our customers

Purpose/Activity	Type of data	Lawful basis for processing, basis of legitimate interest
of our website and services		
<ul style="list-style-type: none"> to administer our site and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes as part of our efforts to keep our website safe and secure 	Identity Contact Usage-related	<p>To perform our contract with you to the proper standard.</p> <p>For our legitimate interests:</p> <ul style="list-style-type: none"> to operate our systems in the most efficient manner and identify and rectify issues to understand usage and usage trends so that we can develop our systems and services appropriately to ensure that we are compliant with our legal obligations (as regards data security, money laundering, fraud prevention and more generally) and any certifications or standards to which we adhere from time to time (such as regards IT security,) to comply with the terms of our insurance policies to enforce our legal rights
<ul style="list-style-type: none"> to send you details of our special offers or events and for other marketing and promotional purposes where you agree that we can do so 	Identity Contact Marketing and Communications	Necessary for our legitimate interests (to provide our customer with useful and relevant information about our services – please also see the next section "Our marketing")

Our Marketing

We may provide you with information about products, services, special offers, and other news where we feel these may interest you.

Depending on what contact information you have given to us, we may contact you by email or post, phone. We will only do this where you have consented to receiving such information from us.

You can opt out of such marketing at any time and If you wish to opt out, please email us at support@workshare.com.

Data security

We have put in place appropriate security measures to prevent your personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal data on our instructions, and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

Data retention

We will only retain your personal information for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

To determine the appropriate retention period for personal information, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

In some circumstances you can ask us to delete your data: see below for further information.

In some circumstances we may anonymise your personal information (so that it can no longer be associated with you) for research or statistical purposes in which case we may use this information indefinitely without further notice to you.

Information Sharing

Adverts on our website

We work with third party advertising partners who place adverts on the pages of our website. These organisations may place cookies or other tracking technologies on our website to collect information such as your IP address and pages viewed. This information may be used by our third party advertising partners to determine the popularity or certain content, deliver advertising targeted to your interests and better understand your use of our website.

If you wish to opt out or require more information about third parties adverts, please [click here](#).

Third Party Privacy Policies

Our site may contain links to and from the websites owned by third parties. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal information to these websites.

Other third parties

We may share your information with carefully selected third parties including:

- Business partners, suppliers and sub-contractors for the performance of any contract we enter into with them or you.
- Our Suppliers and sub-contractors operating our website and who need to see your information in order to provide these services.
- Analytics and search engine providers that assist us in improving and optimising your use of our site.
- With other users you chose to share files, documents, photos and other materials.
- We may also disclose your personal information to third parties:
- If we sell our business in which case the personal information that we hold will be part of the transferred assets.
- If we are required by law, or in order to enforce or apply our terms of use. This includes exchanging information with other organisations for the purposes of fraud protection and credit risk reduction.

Where we store and process your personal data

The information that we collect from you may be transferred to, processed and stored in countries outside the European Economic Area ("EEA"). It may also be handled by staff working outside the EEA for us or for one of our suppliers.

We only transfer personal information to these countries when it is necessary for the services we provide you and is subject to safeguards that assure the protection of your personal information, such as European Commission approved standard contractual clauses.

We are committed to ensuring that our suppliers have appropriate technical, administrative and physical procedures in place to ensure that your information is protected against loss or misuse. All information you provide to us is stored on our secure servers or on secure servers operated by a third party.

Where we have given you (or where you have chosen) a password which enables you to access certain parts of our site, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

If you chose to send us information via email, we cannot guarantee the security of this information. Once we have received your information, we will use strict procedures and security features to ensure it is dealt with in accordance with this Privacy Policy.

Your rights

Changing your information

You have the right at any time to request that we change or amend the information that we hold about you or ask us not to contact you with any further marketing information where you have opted to receive marketing offers from us. You can exercise your rights by checking certain boxes on the forms we use to collect your information or by amending your details by logging into your account. You can also request that we change your information by emailing us at support@workshare.com.

Access to information

You have the right to access information that we hold about you. If you wish to receive a copy of the information that we hold please contact at support@workshare.com.

Requesting erasure of your personal information

You may ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal information where you have successfully exercised your right to object to processing (see below), where we may have processed your information unlawfully or where we are required to erase your personal information to comply with local law. Note, however, that we may not always be able to comply with your request of erasure for specific legal reasons which will be notified to you, if applicable, at the time of your request.

To exercise this right, please e-mail us at support@workshare.com.

Objecting to processing of your personal information

This applies where we are relying on a legitimate interest (or that of a third party) and there is something about your particular situation which makes you want to object to processing on this ground as you feel it impacts on your fundamental rights and freedoms. You also have the right to object where we are processing your personal information for direct marketing purposes. In some cases, we may demonstrate that we have compelling legitimate grounds to process your information which override your rights and freedoms.

To exercise this right, please e-mail us at support@workshare.com.

Requesting restriction of processing of your personal information

You may ask us to suspend the processing of your personal information in the following scenarios:

- if you want us to establish the information's accuracy;
- where our use of the personal information is unlawful but you do not want us to erase it;
- where you need us to hold the personal information even if we no longer require it as you need it to establish, exercise or defend legal claims; or
- you have objected to our use of your personal information but we need to verify whether we have overriding legitimate grounds to use it.

To exercise this right, please e-mail us at support@workshare.com.

Requesting the transfer of your personal information to you or to a third party

We will provide to you, or a third party you have chosen, your personal information in a structured, commonly used, machine-readable format. Note that this right only applies to automated information which you initially provided consent for us to use or where we used the information to perform a contract with you.

To exercise this right, please e-mail us at support@workshare.com.

Withdrawing consent at any time

This applies where we are relying on consent to process your personal information. However, this will not affect the lawfulness of any processing carried out before you withdraw your consent.

To exercise this right, please e-mail us at support@workshare.com.

Points to note about these rights

- **No fee usually required**

You will not have to pay a fee to access your personal information (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we may refuse to comply with your request in these circumstances.

- **What we may need from you**

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal information (or to exercise any of your other rights). This is a security measure to ensure that personal information is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

- **Time limit to respond**

We try to respond to all legitimate requests within one month. Occasionally it may take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.

Right to lodge a Complaint with the Supervisory Authority

You have the right to complain to the Information Commissioner. You can do this by contacting the Information Commissioner's Office directly. Full contact details including a helpline number can be found on the Information Commissioner's Office website (www.ico.org.uk). This website has further information on your rights and our obligations.

Changes to our Privacy Policy

We review our Privacy Notice on a frequent basis to check that it accurately reflects how we deal with your information and may amend it if necessary. You should check this page regularly to see the most up to date information.

This Privacy Notice was last updated 25 June 2019

How to Contact us

We welcome questions, comments and requests regarding this Privacy Policy which can be sent to support@workshare.com.