

ZANTIKS

behaviour, simply

Privacy policy

24 May 2018

Zantiks Ltd is committed to preserving your privacy. Zantiks Ltd's data collection policy is to collect personal data which is necessary for agreed business purposes. Data will be collected on customers, prospective customers and contacts, where contacts are another individual at an organisation, that is either a customer or prospective customer, and an individual at a supplier.

Zantiks needs to process personal data to:

- Provide quotations for our products to customers and prospective customers
- Provide examples of use of products to customers and prospective customers
- Carry out administrative processes (such as invoicing and order acknowledgements) which are necessary in the course of providing our services. These processes may involve collection of personal data of other staff (referred to as contacts).
- Provide updates and information about our company and services which we think are necessary in the provision of our products.

How Zantiks processes personal data

- Personal data of customers, prospective customers and contacts is processed using a customer relationship management (CRM) system and of customers and suppliers only on our accounting system.
- Personal data of customers, prospective customers, contacts and suppliers may be visible to and used by Zantiks employees and its appointed agents or contractors in order to interact with them.

Zantiks uses personal data for the following purposes:

- Explaining use of products to interested parties.
- Providing examples of product use and product quotations
- Providing our services

Zantiks processes personal data in order to manage its business and services, including:

- Managing the relationship with our customers
- Evolving and improving our services (such as identifying new customer requirements or product opportunities)
- Analysis of patterns and trends in our business to provide business intelligence in order to make informed decisions
- Maintaining and using our website and other IT systems

How Zantiks provides relevant business updates

We provide our customers, prospective customers and contacts with information about our company and services which we think is relevant for their professional needs, and in order to achieve this effectively we may use personal details. The type of information we may provide includes:

- Industry and technology updates, including new software releases
- Insights and news
- Upcoming conferences in our research field.

In all cases, where such information is provided, customers, prospective customers and contacts have the right to request that Zantiks does not send such information.

Security controls - Zantiks has IT security measures in place to attempt to prevent unauthorised access.

info@zantiks.com | zantiks.com
Cambridge, UK

Data retention - Zantiks retains personal data for as long as is required to perform the activities described above.