

Privacy Policy

1. Introduction

Tela Technology Limited ("Tela", "we", "us" or "our") is committed to protecting the privacy, confidentiality and security of personal information.

This Privacy Policy explains how we collect, use, store, share and protect personal information when you:

- Visit our website;
- Contact us with an enquiry;
- Purchase or use our products or services;
- Engage with us as a customer, supplier, partner or prospective customer;
- Apply for employment opportunities with us; or
- Use telecommunications, connectivity, hosted communications or technology services supplied by Tela.

This Privacy Policy has been prepared in accordance with:

- UK General Data Protection Regulation (UK GDPR);
- Data Protection Act 2018;
- Privacy and Electronic Communications Regulations (PECR);
- Applicable telecommunications and business regulations.

2. Who We Are

Tela Technology Limited is a provider of telecommunications, connectivity, hosted communications and technology services.

Registered Office:

4 Station Court
Old Station Road
Hampton in Arden
Solihull
West Midlands
B92 0HA

Company Registration Number: 07974624

Privacy enquiries should be directed to: GDPR@telatechnology.com

3. Data Controller and Data Processor Roles

Tela acts as a Data Controller when processing personal information relating to:

- Website visitors;
- Customers and prospective customers;
- Suppliers and business contacts;
- Marketing activities;
- Recruitment activities;
- Employees and contractors.

Tela may also act as a Data Processor when providing telecommunications or technology services on behalf of customers.

Where Tela acts as a Data Processor, we process personal information only in accordance with our customer's documented instructions and contractual obligations.

4. Information We Collect

Depending upon your relationship with Tela, we may collect:

Identity Information

- Name
- Job title
- Employer
- Account identifiers

Contact Information

- Email address
- Telephone numbers
- Postal addresses
- Business contact details

Account Information

- Customer account records
- Service subscriptions
- Contract information
- Support history

Billing Information

- Billing addresses
- Payment information
- Transaction records
- Credit-related information where appropriate

Technical Information

- IP addresses
- Device information
- Browser information
- Website usage information
- Authentication records
- System logs

Marketing Information

- Marketing preferences
- Subscription preferences
- Event registration information
- Campaign engagement information

Recruitment Information

- CVs and application forms
- Employment history
- Qualifications
- Interview notes
- References
- Recruitment correspondence

CCTV Information

Where CCTV operates at our premises, images and recordings may be collected for security, safety and crime prevention purposes.

5. Hosted Communications Services

Tela provides support, management and consultancy services relating to hosted communications platforms.

Whilst Tela does not host customer telephony platforms directly, authorised personnel may have access to customer systems where necessary to provide support and service management.

Such access may include:

- User account information;
- Extensions and user profiles;
- Call logs and call metadata;
- Voicemail information;
- Contact directories;
- Configuration data;
- Call recordings where customer-authorised access is required.

Tela does not routinely monitor customer communications.

Access is limited to authorised personnel with a legitimate business requirement.

6. Call Recording Data

Where customers enable call recording functionality within supported communications platforms, call recordings may be processed or backed up by Tela as part of service delivery, support and resilience arrangements.

Retention arrangements may include:

- Customer-defined retention periods;
- Platform-specific retention settings;
- Backup retention periods maintained by Tela for disaster recovery, service continuity and support purposes.

Customers remain responsible for determining the lawful basis for call recording and ensuring compliance with applicable legal and regulatory requirements.

In these circumstances, customers are generally the Data Controller and Tela acts as Data Processor.

7. How We Collect Information

We collect information through:

- Direct Interactions

When you:

- Contact us;
- Complete forms;
- Request information;
- Purchase products or services;
- Register for events;
- Submit support requests.
- Website Interactions

When you visit our website, information may be collected through:

- Website forms;
- Cookies;
- Security tools;
- Analytics technologies.

Website enquiries submitted through our website are processed through Microsoft 365 email services.

- Marketing Activities

Information may be collected through:

- Marketing campaigns;
- Events;
- Newsletters;
- Product announcements;
- Customer engagement activities.
- Recruitment Activities

Information may be collected through:

- Website applications;
- Direct email applications;
- Recruitment agencies;
- Employment platforms including LinkedIn, Indeed and similar services.
- Third Parties

We may receive information from:

- Service providers;
- Telecommunications partners;
- Payment providers;
- Credit reference agencies;
- Publicly available sources;
- Professional advisers.

8. How We Use Personal Information

We may use personal information to:

Deliver Services

- Provide products and services;
- Manage customer accounts;
- Deliver technical support;
- Resolve service issues;
- Maintain service continuity.

Customer Administration

- Process orders;
- Manage contracts;

- Issue invoices;
- Communicate with customers.

Security and Compliance

- Protect systems and services;
- Detect fraud;
- Investigate incidents;
- Comply with legal obligations.

Recruitment

- Assess applications;
- Manage recruitment processes;
- Conduct interviews;
- Verify candidate information.

Marketing

Where permitted by law, we may use personal information to send:

- Product announcements;
- Service updates;
- Industry news;
- Event invitations;
- Marketing communications.

Marketing communications may be delivered using platforms such as Dotdigital.

Individuals may opt out of marketing communications at any time.

9. Lawful Basis for Processing

We process personal information under one or more of the following lawful bases:

- Contract

Where processing is necessary to perform a contract.

- Legal Obligation

Where processing is required by law.

- Legitimate Interests

Where processing is necessary for legitimate business interests and does not override individual rights.

- Consent

Where consent is required, including certain marketing activities and non-essential cookies.

10. Sharing Information

We may share personal information with:

- Telecommunications providers;
- Technology suppliers;
- Cloud service providers;
- Professional advisers;
- Payment providers;
- Recruitment partners;
- Regulatory authorities;
- Law enforcement agencies where required by law.

We do not sell personal information to third parties.

11. International Transfers

Some of our service providers operate internationally.

This may include providers associated with:

- Microsoft 365;
- Dotdigital;
- Google services;
- Amazon Web Services (AWS);
- Microsoft Azure.

Where personal information is transferred outside the United Kingdom, we implement appropriate safeguards including:

- UK International Data Transfer Agreements;
- Standard Contractual Clauses;
- Adequacy Regulations;
- Other legally recognised transfer mechanisms.

12. Information Security

Tela maintains technical and organisational measures designed to protect personal information.

These measures include:

- Access controls;
- Role-based permissions;
- Multi-factor authentication where appropriate;
- Security monitoring;
- Backup and recovery processes;
- Vulnerability management;
- Staff security training;
- Incident management procedures.

Access to personal information is limited to authorised individuals with a legitimate business need.

13. Data Retention

Personal information is retained only for as long as necessary to fulfil:

- Contractual obligations;
- Legal requirements;
- Regulatory requirements;
- Legitimate business purposes.

Retention periods vary according to the nature of the information and services provided.

When information is no longer required it is securely deleted, destroyed or anonymised.

14. Your Rights

Subject to applicable law, individuals may have the right to:

- Access personal information;
- Correct inaccurate information;
- Request deletion;
- Restrict processing;
- Object to processing;
- Request portability;
- Withdraw consent.

Requests should be submitted to:

GDPR@telatechnology.com

15. Cookies and Website Technologies

Our website uses cookies and similar technologies to:

- Operate website functionality;
- Protect website security;
- Improve user experience;
- Analyse website performance;
- Support marketing activities.

Current website technologies include:

- Google Tag Manager;
- Google reCAPTCHA;
- Dotdigital tracking technologies.

Further information is available within our Cookie Policy.

16. CCTV Monitoring

CCTV operates at our premises for the purposes of:

- Security;
- Crime prevention;
- Health and safety;
- Protection of staff, visitors and company assets.

CCTV recordings are retained only for as long as necessary and access is restricted to authorised personnel.

17. Complaints

If you have concerns regarding how we process personal information, please contact us first.

You also have the right to lodge a complaint with the Information Commissioner's Office (ICO).

Website: www.ico.org.uk

18. Changes to This Policy

We may update this Privacy Policy periodically.

The latest version will always be available on our [website](#).

Continued use of our services following publication of updates constitutes acceptance of the revised policy.