



Privacy Notice for www.kmss.co.uk

What is this Privacy Policy for?

This privacy policy is for this website: www.kmss.co.uk, and the sub-domain www.kmss.co.uk/index.php/online-support/. It is served by KM Software Systems Ltd. (KMSS) and governs the privacy of its users who choose to use it.

The policy sets out the different areas where user privacy is concerned and outlines the obligations & requirements of the users, the website and KMSS. Furthermore, the way this website processes, stores and protects user data and information will also be detailed within this policy.

Contact and communication

Users contacting this website and/or KMSS do so at their own discretion and provide any such personal details requested at their own risk. Your personal information is kept private and stored securely until a time it is no longer required or has no use, in accordance with GDPR. Every effort has been made to ensure a safe and secure form to email submission process but advise users using such form to email processes that they do so at their own risk.

This website and KMSS use any information submitted to provide you with further information about the products / services they offer or to assist you in answering any questions or queries you may have submitted. This includes using your details to subscribe you to any email newsletter program the website operates but only if this was made clear to you and your express permission was granted when submitting any form to email process. Or whereby you the consumer have previously purchased from or enquired about purchasing from the company a product or service that the email newsletter relates to. This is by no means an entire list of your user rights in regard to receiving email marketing material.

Email newsletter

This company operates an email newsletter program, used to inform subscribers about products and services presented in this website. Users can subscribe by contacting the Company and requesting the subscription. Subscriptions are manually processed through prior written agreement with the user.

All personal details relating to subscriptions are held securely and in accordance with the GDPR.

Email marketing campaigns published by this website or KMSS may contain tracking facilities within the actual email. Subscriber activity is tracked and stored in a database for future analysis and evaluation. Such tracked activity may include; the opening of emails, forwarding of emails, the clicking of links within the email content, times, dates and frequency of activity.

This information is used to refine future email campaigns and supply the user with more relevant content based around their activity.

In compliance with GDPR, subscribers are given the opportunity to un-subscribe at any time through an automated system. This process is detailed at the footer of each email campaign. If an automated un-subscription system is unavailable clear instructions on how to un-subscribe will be detailed instead.

External links and embedded content

Although this website only looks to include quality, safe and relevant external links, users are advised adopt a policy of caution before clicking any external web links or embedded content throughout this website.

External links are clickable text / banner / image links to other websites

Embedded content includes videos from other platforms such as Youtube, Vimeo, Wista etc

KMSS cannot guarantee or verify the contents of any externally linked website or content despite their best efforts. Users should therefore note they click on external links or content at their own risk and this website and KMSS cannot be held liable for any damages or implications caused by visiting any external links mentioned.

Social media platforms

Communication, engagement and actions taken through external social media platforms that this website and KMSS participate on are custom to the terms and conditions as well as the privacy policies held with each social media platform respectively.

Users are advised to use social media platforms wisely and communicate / engage upon them with due care and caution in regard to their own privacy and personal details. This website nor KMSS will ever ask for personal or sensitive information through social media platforms and encourage users wishing to discuss sensitive details to contact them through primary communication channels such as by telephone or email.

This website may use social sharing buttons which help share web content directly from web pages to the social media platform in question. Users are advised before using such social sharing buttons that they do so at their own discretion and note that the social media platform may track and save your request to share a web page respectively through your social media platform account.

Shortened links in social media

This website and KMSS through their social media platform accounts may share web links to relevant web pages. By default, some social media platforms shorten lengthy URLs (web addresses).

Users are advised to take caution and good judgement before clicking any shortened URLs published on social media platforms by this website and KMSS. Despite the best efforts to ensure only genuine URLs are published many social media platforms are prone to spam and hacking and therefore this website and KMSS cannot be held liable for any damages or implications caused by visiting any shortened links.

When you fill out a form on the website

Our Personal Data Protection Policy governs the use and storage of your data.

KMSS is a Controller of the personal data you (data subject) provide us. Within the website the following actions require personal data:

Form Action /	Data collected	Reason for data collection	Where data is processed	Where data is stored	How long data is kept for	Basis of Processing
Request a demo	Name, phone, email, org,	To book a demo	Manually	Email Server	Until the request has been dealt with	Consent
Contact Form	Name, email,	To request more info	Manually	Email server	Until the request has been dealt with	Consent

If someone fills in a form but leaves insufficient information, we will contact them to ask for missing information, but if we don't hear from them within a month their details are deleted.

Where your data is processed and stored

KMSS have confirmed that any sub-processors we are using to host your data meet GDPR and we have a relevant sub-processor agreement in place.

How long we keep it

Any personal data held by us for marketing and service update notifications will be kept by us until such time that you notify us that you no longer wish to receive this information. Please see Data Retention Policy for more information on our personal data retention schedule.

Protecting your data

KMSS take data protection and security very seriously. Your data will only be available to staff who need access to it, we only use sub-processors who use market leading cloud data security processes.

What are your rights?

Under GDPR you may request a copy of personal information held about you .

Should you believe that any personal data we hold on you is incorrect or incomplete, you have the ability to request to see this information, rectify it or have it deleted. Please contact us by email or through the website Contact Form.

In the event that you wish to complain about how we have handled your personal data, please contact Data Protection Officer at lisbeth@kmss.co.uk or in writing at KMSS, Orchard Business Centre, 11A Orchard Road, Royston, Herts., SG8 5HD. Our Data Protection Officer will then look into your complaint and work with you to resolve the matter.

If you still feel that your personal data has not been handled appropriately according to the law, you can contact Information Commissioner's Office and file a complaint with them.