

Privacy Policy Statement for Support Ticket Login and Reporting Service

Reviewed Date: [21/11/24]

1. Introduction

Akixi Limited ("we," "our," or "us") is committed to protecting the privacy of users who access and use our Support Ticket Login and Reporting Service (the "Service"). This Privacy Statement explains how we collect, use, store, and protect your personal information, as well as your rights related to this data.

2. Information We Collect

When you use the Service, we may collect the following types of information:

- **Personal Information:** Includes your name, email address, phone number, and other details provided when creating or managing a support ticket.
- **Login Credentials:** Username and password or other authentication details to access the Service.
- **Ticket Details:** Any information you submit in support tickets, including descriptions of issues, attachments, or sensitive data shared to resolve your query.
- **Usage Data:** Information about how you use the Service, such as access times, IP address, device information, and browser type.

3. How We Use Your Information

We use your information for the following purposes:

- To create, manage, and authenticate your account.
- To process and resolve support tickets effectively.
- To communicate with you regarding ticket status, updates, or inquiries.
- To analyse and improve the Service for better user experience and operational efficiency.
- To ensure compliance with applicable laws and regulations.

4. Data Sharing and Disclosure of Your Information

We do not sell, rent, or trade your personal information. However, we may share your information in the following scenarios:

- **With Service Providers:** Trusted third-party vendors that assist us in operating the Service, subject to confidentiality agreements. For our support services we use a platform Freshdesk and FreshService under the FreshWorks products and services.

- **For Legal Compliance:** When required to comply with legal obligations or respond to valid legal requests.
- **Business Transfers:** In connection with a merger, acquisition, or sale of assets, where your information may be transferred to the new entity.

5. Data Security

We implement appropriate technical and organisational measures to protect your personal information from unauthorised access, disclosure, alteration, or destruction. We have also obtained assurances from our Service Provider that they also implement sufficient security measures to protect your personal information. However, no method of transmission over the internet or electronic storage is completely secure, so we cannot guarantee absolute security.

6. Data Retention

We retain your information for as long as necessary to fulfil the purposes outlined in this Privacy Policy, unless a longer retention period is required or permitted by law.

7. Your Rights

You have the following rights concerning your personal information:

- **Access:** You may request access to the personal information including copies of recordings.
- **Correction:** You may request that we correct or update any inaccuracies in personal information.
- **Deletion:** You may request that we delete personal information, subject to certain legal or contractual restrictions.
- **Objection:** You may object to our processing of personal information in certain circumstances.

To exercise these rights, please contact us using the information provided in section 11.

8. Lawfulness of processing

Our lawful basis for processing is defined below under the UK GDPR legislation:

Akixi use Article 6(a) Consent: By creating an account or by logging into an account provided for you, you are giving your consent for your data to be processed in line with this privacy policy.

Akixi use Article 6(b) Contractual necessity: Processing is necessary for the performance of a contract to which we are providing you, as a service, under a contract or agreement that we have with you.

9. International Data Transfers

Information held on the Service Providers platform are on servers located in the USA, FreshWorks are compliant with Art 45 of the GDPR by being compliant with the EU-U.S. Data Privacy Framework and the UK Extension to the EU-U.S. Data Privacy Framework and are subject to GDPR legislation.

10. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on our website. You are encouraged to review this Privacy Policy periodically for any updates or changes.

11. Contact Us

If you have any questions or concerns about this Privacy Statement or our data practices, please contact us at:

Akixi Limited

Akixi, Churchill Court, 3 Manor Royal, Crawley RH10 9LU

Email: dpo@akixi.com

Telephone number: +44(0)1293 853060

You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues (www.ico.org.uk). You can contact the ICO as follows:

By phone: 0303 123 1113

By post: Information Commissioner's Office, Wycliffe House Water Lane, Wilmslow, Cheshire, SK9 5AF, United Kingdom.

We would, however, appreciate the chance to deal with your concerns before you approach the ICO so please contact us in the first instance.