

## Privacy Policy: Customer Services

**Document: AK-ISMS-062 v1**

**Classification: Public**

**Effective Date: [13/06/2025]**

### 1. Introduction

Akixi Limited ("we," "us," or "our") are committed to protecting your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you use our customer service solution. By using our services, you agree to the terms of this Privacy Policy. To provide the Customer Services solution we use a third party called Monday.com ("Service Provider", "they"). For the purpose and use of the Monday.com platform we will be deemed as the "data controller", whereas Monday.com will be deemed as the "data processor".

### 2. Purpose

Akixi uses the Monday.com platform to log and manage customer service interactions, support tickets, issue tracking, and internal performance reporting. The objective is to deliver timely and effective service, continuously improve support processes, and ensure accountability across our service teams.

### 3. Information We Collect

When interacting with Akixi customer service, the following types of data may be recorded in Monday.com:

- **Your name and contact information** (email, phone number, etc.)
- **Company or organisation details**
- **Log in details**
- **Details of your support request or issue**
- **Correspondence history**
- **Internal notes added by Akixi service staff**
- **Service-level tracking data** (e.g. response times, resolution times)
- **Online identifiers** (e.g. IP address, browser types, metadata)
- **Content you provide through communicating with us:** for example information personal or otherwise that you voluntarily share with us. We would request you be mindful of information that you disclose, we would encourage you not to share or disclose information that you may consider sensitive.

#### 4. How We Use Your Information

The data logged in Monday.com is used for:

- **Managing and resolving customer support cases**
- **Monitoring and improving service quality**
- **Generating internal reports and metrics**
- **Identifying service trends and recurrent issues**

Akixi does **not** use this data for marketing purposes unless separately consented to.

#### 5. Disclosure, sharing and access

We may share your information in the following circumstances:

- **Internal Access:** Access to customer data in Monday.com is restricted to Akixi personnel who require it to fulfil their support roles.
- **Third-Party Access:** Monday.com acts as a data processor and does not access customer data for any purpose other than providing their service to Akixi.
- **Data Hosting:** Akixi Monday.com domain is provisioned in the EU.
- **Legal Obligations:** We may disclose your information if required to do so by law or in response to valid legal processes.

#### 6. Data Security

Akixi and Monday.com implement appropriate technical and organisational measures to safeguard the integrity, confidentiality, and availability of customer data. This includes encryption, access controls, audit logging, and secure authentication protocols. Akixi are certified to ISO27001, Monday.com is certified for both ISO27001 and SOC2 TYPE II accreditation demonstrating commitment to maintaining high standards in information security and protection. However, no method of transmission over the internet or electronic storage is completely secure, so we cannot guarantee absolute security.

#### 7. 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.

#### 8. Your Rights

You have the following rights concerning your personal information:

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

To exercise these rights, please contact us using the information provided below or contact the organiser of the meeting before, during or after the meeting.

### **9. Lawfulness of processing**

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

**Akixi use Article 6(b) Contractual:** The key principles are to deliver services stipulated in contract.

**Akixi use Article 6(f) legitimate interest:** Akixi has a legitimate purpose in providing and continuously improving customer service functions.

### **10. International Data Transfers**

Information held on the Service Providers platform is on servers located in the EU and are subject to GDPR legislation.

### **11. 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.

### **12. 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: [operations@akixi.com](mailto:operations@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](http://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.