

Privacy Notice

This privacy policy explains how we use any personal information we collect about you.

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What information we collect about you and how we use the information?

Our communications with you: email, phone etc

We record our communications with you, including e-mails, web conferences, cctv, and phone conversations for legitimate interests, which balances the rights of the individual with the requirements to fulfill contractual obligations, to manage our service provision, quality assurance, and to improve our services provision.

Consent may be requested for some forms of communications and if obtained those communications may be used for the purposes for which you gave consent.

Website users and prospective customers

We collect information about you when you register with us or you or your business places an order for products or services. We also collect information when you voluntarily complete surveys, provide feedback and participate in competitions. Website usage information is collected using cookies.

We collect information about you to ensure optimum service and functionality for your visit to the website. We use your information collected to personalise your visits to our website. telanova will not share your information for marketing purposes with external companies, without explicit consent from you.

Customers and Customer Staff

We collect information about you to process your order, provide service, manage your account and to email you about other related products and services we think may be of benefit to your organisation and that are relevant to the services we provide your organisation. We also use your information collected to personalise your visits to our website. telanova will not share personal information for marketing purposes with external companies.

In processing orders and supplying services to you, we may send your details to, and also use information from credit reference agencies, fraud prevention agencies, shipping agents, and other companies carrying out work on our behalf such as third party contractors and accounting service providers.

Suppliers and Contractors

We collect information about you to place orders and request service from you. telanova will not share your information for marketing purposes with external companies, without explicit consent from you. In placing orders and receiving services from you, we may send your details to, and also use information from credit reference agencies, fraud prevention agencies, shipping agents, and other companies carrying out work on our behalf such as third party contractors and accounting service providers.

Marketing

If you have consented to receive marketing from telanova, you may opt out at any time. We will send you information about products and services of ours which may be of interest to you. You have a right at any time to stop us from contacting you for marketing purposes. If you no longer wish to be contacted for marketing purposes, please email support@telanova.com.

Retention and destruction

Records are kept for an appropriate duration and destroyed appropriately.

Access to your information and correction

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of your personal information, please email support@telanova.com or write to us at telanova ltd, Premier Gate, Easthampstead Road, Bracknell, RG12 1JS, you will need to provide proof of identity. We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate.

Cookies

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to track visitor use of the website and to compile statistical reports on website activity. For further information visit www.aboutcookies.org or www.allaboutcookies.org. You can set your browser not to accept cookies and the above websites tell you how to remove cookies from your browser. However in a few cases some of our website features may not function as a result.

Other websites

Our website contains links to other websites. This privacy policy only applies to our website so when you link to other websites you should read their own privacy policies.

Changes to our privacy policy

We keep our privacy policy under regular review and we will place any updates on our website. This privacy policy was last updated on 23 May 2018.

How to contact us

Please contact us if you have any questions about our privacy policy or information we hold about you or wish to object, clarify or request information we hold about you

You may contact us either by:

- email to support@telanova.com
- in writing to telanova ltd, Premier Gate, Easthampstead Road, Bracknell, RG12 1JS