

BluuSky Privacy Notice

Information on BluuSky's data protection policy referring to the handling of personal data that is collected, stored and transferred by BluuSky in order to fulfil our management of your Telecom services.

Personal Data

BluuSky require a necessary amount of your, the customer's, personal data in order to provide the Telecoms services requested. This data given to BluuSky will enable us to fulfil our duties towards your telecom services and will include only information relevant to this.

What sort of data will we require from you?

1. Identity Data may include your first and last name
2. Contact Data may include your address, email address and telephone numbers.
3. On site contacts may also be required if an engineer will be attending site to correct a fault or install a new piece of equipment or run maintenance on existing equipment. We will need the name and contact number of this person.
3. Technical Data may include your IP addresses and other relevant software, firmware and hardware details on the computers, routers, phones, VOIP phones, virtual phones (eg Zoiper) phone systems and other devices which you use.

Third Parties

Personal data will only be shared with trusted third parties where absolutely necessary in order to maintain/ care for the services we provide to you. For example, if you are paying via Direct Debit we will of necessity have to share your bank details with our direct debit collection firm in order to do this.

Additionally, it is necessary to provide customer address details to the emergency services in order to remain compliant with their policies.

Again, where sub-contractors are called upon in order to support our care of your services, they will be given the needed data to accomplish this.

We will take all reasonable measures to ensure that we, BluuSky, and any suppliers/ sub-contractors that we employ, are fully compliant with the new data protection legislation & have appropriate technical and organisational measures in place to protect such data.

The following are measures taken by BluuSky Connections Ltd to remain compliant with the UK data protection laws and legislation relating to the protection of personal data.

The retention of information relating to our customers products/ services.

BluuSky shall hold the necessary information required to fulfil our duty of care towards said customers under the agreed contract between BluuSky and our customers. This may include information such as site addresses & site contact names and phone numbers, needed in order to organise and carry out alterations/ additions/ repairs to the Phone System on request. This information will be held by other organisations such as BT and Openreach who may be called upon to carry out such alterations/ additions/ repairs if the product in question relates to the physical telephone lines or FTTC.

Other areas requiring the retention of data

This may include the original Agreement forms and direct debit permission forms filled out by the customer at the beginning of the business relationship with BluuSky Connections, and the data included therein, to provide the proof that products & services were requested.

This information will be stored on a secure, encrypted NAS box. Any physical copies of such agreement forms will also be kept out of sight and stored appropriately.

Right to Access or correct information

Should customers request to know the personal data we keep on them, BluuSky shall provide such data. This will take the form of a screenshot of the customer's account on our main billing platform: PRD and also the original Agreement form and Direct Debit form.

Deletion Protocol

Once a month Bluusky shall check if any customers have terminated their services with us and remove the customer's details accordingly. We will retain the original Agreement form and direct debit form in a secure folder, for use in the event of any disputes. We are unable to monitor what measures BT take in order to remove old information on previous customers.

. We are required by law to retain basic information about our customers for six years after we discontinue trading with them for tax purposes.

Action Plan for Security Breaches

Should the loss of data occur BluuSky will alert the relevant parties to this breach and act to keep the damage caused by such a loss to a minimum. For example, if a mobile phone should be lost or stolen, Bluusky will request the Network Operator to wipe the device of all data. Additionally, we will contact our customers to alert them of to the incident and to encourage them to be especially vigilant as regards any emails that are sent 'from' BluuSky asking for any information regarding their bank details and other sensitive information.

What control do I have over my personal data?

Users have the right to withdraw consent for the further processing of their Personal Data and to request that their personal data is deleted. (Please see Deletion Protocol for any qualifications to this.)

You can also ask for a copy of what personal data (relating to you) is stored by BluuSky at any time.

You have the right to check and update this information if anything is found incorrect.

