RPM Solutions – Support & Customer Privacy Policy

This privacy policy sets out the basis on which any personal information we may collect from you, or you provide to us, will be processed and used by us. It also describes how we use cookies and how you can manage them.

When we refer to "we", "our" or "us" we are referring to RPM Business Communications Ltd, our head office at Customer Support Centre, Suite 6, Wensum Mount Business Centre, Low Road, Hellesdon, Norwich, NR6 5AQ (Company No. 8854663) and its subsidiaries or any of them as the context so requires.

To raise any fault or support related query, the RPM Support desk are available 24/7/365, either by phone or email. This can be reached by calling 0333 6006 999 and selecting option 1, or by emailing support@rpmsols.co.uk. Any task requiring action from our support desk will result in a support ticket reference which will be emailed to the appropriate contact email addresses, as described below.

How do we collect personal data from you?

For support related queries we will gather information either via our first line support desk over the telephone or via email correspondence.

What type of data do we collect from you?

In using our website or by registering for any of the products and services we offer through it, you are confirming to us that you understand and accept that your personal information may be used by us in the manner described below.

We may collect and process the following data about you:

In order to ascertain the nature of your fault or query you will be asked to provide a description of the issue with as much detail as possible. This information is used solely for the purposes of fault diagnosis and to help provide a resolution to fulfil our support and maintenance responsibilities outlined within our SLAs (Service Level Agreements) and general terms and conditions.

We may collect and process the following data about you:

- a suitable contact name for an individual either on-site or remote who can assist with the query, as well as a secondary contact if that individual is not available;
- a suitable contact number. This may be a direct dial number, or a mobile number of the appropriate contact is unavailable;
- a suitable contact email address;
- addresses of the sites experiencing the issue;
- details of phone numbers relating to the query, such as inbound calling numbers or outbound;
- times and dates of the calls relating to the query;
- call recordings;

- IP addresses of affected devices.

How do we use your data?

We may use the above information in the following ways:

- to ensure that we have an accurate description of the task;
- to provide you with information and regular updates regarding the progress of your enquiry;
- to perform diagnostic tests at the affected sites, or to remotely gain access to network features;
- to check call flow or run a media trace across sections of the network;
- to check statistics on call flow relating to the query;
- to remotely access PCs in order to rectify or investigate an issue. This may relate to on-site PBX access or cloud telephony administrator accounts, visual wallboard assessment, call recordings or other aspects relating to the query;
- to retrieve and securely store call recordings relating to the query;
- to carry out our general obligations in order to provide a resolution to the task which has been raised.

Retention periods

Unless prescribed by law, we will retain your personal information for no longer than is necessary for the purposes for which the personal information was collected or for which it is to be further processed by us.

Any data for phone numbers (personal identifiable information) or call content is only accessed for legitimate fault-finding purposes by RPM or any third party relating to the query. Any records which help identify an issue are kept within secure data servers until ticket closure, at which point information is then erased. If any personally identifiable information was stored (either in an encrypted drive or protected cloud storage etc.) during the process of reaching a resolution to your task, an RPM support technician will update your ticket reference to notify you that this information has been erased and is no longer accessible.

In order to maintain this level of privacy protection, all RPM operational staff sign-off a document stating that they understand the support ticket process and their responsibilities with regards to storage and deletion of personal data. This process is summarised in the section below labelled ‘How do we protect your data?’.

The remaining components of the ticket reference which we store include the support ticket number (with date), description of the fault and how this was rectified. This is the same case for any faults RPM rectify whereby the support staff assigned to the ticket erase records of the information once the ticket is resolved. Any remaining logs of support queries are retained purely to provide additional assistance with recurring faults, or to trace the action history relating to a previous task.

How do we protect your data?

Our protection of your data follows an 'information lifecycle', summarised within the following 4 stages:

1. Obtain

- We only use personal data when necessary and lawful (as described in the document above)
- We notify the person when collecting their data in person or via a third party
- We request consent if required

2. Hold

- We only store personal data that must be used ongoing throughout our processes
- We secure the data with encryption and access control, anonymisation or obfuscation
- We keep information up to date

3. Use

- We check that there is a lawful purpose or a legitimate reason
- We use in line with consent provided
- We track which data is shared with others

4. Delete

- We identify data for retention
- We retain records according to our retention policy (listed within this document)
- We securely delete data that is no longer needed

For more information on data and network security please refer to our separate documentation which can be found on the RPM website at www.rpmsols.co.uk/information/privacy-policy/

Disclosure of your information

Your information is stored digitally within our support desk CRM. This database is stored securely on remote servers with IP access restriction. Access is only provided with designated username and passwords given to RPM support staff employees who are assigned to the specific task.

We may disclose your personal information to third parties if we are under a duty to disclose or share your personal information in order to comply with any legal or regulatory obligation, or in order to enforce or apply our terms and conditions and other agreements; or to protect the rights, property, or safety of our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fault rectification, fraud protection and credit risk reduction.

Your rights

You have a right of access to personal information which we may hold about you (we may charge a small administrative fee for this). To have inaccurate information about you corrected or to request we stop using your personal information for marketing purposes, access requests should be put in writing and addressed to compliance@rpmsols.co.uk, or our head office at RPM Business Communications Ltd, Customer Support Centre, Suite 6 Wensum Mount Business Centre, Low Road, Hellesdon, Norwich, NR6 5AQ.

How to get in touch

If you have comments or any questions about our Privacy Policy please contact compliance@rpmsols.co.uk.