

IRIS Connect Privacy Notice

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What this Privacy Notice covers

This privacy notice is for any data that IRIS Connect holds on its customers or potential customers. It is served by IRIS Connect LTD and governs the privacy of its users who choose to use it.

The notice sets out the different areas where user privacy is concerned and outlines the obligations & requirements of the users and IRIS Connect. Furthermore the way IRIS Connect the company, inclusive of the Web Platform and website processes, stores and protects user data and information will also be detailed within this notice.

Contact & Communication

Users contacting IRIS Connect do so at their own discretion and provide any such personal details requested at their own risk. Your personal information is kept private and stored securely until a time it is no longer required, has no use or you request for it to be deleted, in accordance with GDPR. Every effort has been made to ensure a safe and secure form to email submission process but advise users using such form to email processes that they do so at their own risk.

IRIS Connect may use any information submitted to provide you with further information about the products / services they offer or to assist you in answering any questions or queries you may have submitted. This includes using your details to subscribe you to any email newsletter program IRIS Connect operates but only if this was made clear to you and your express permission was granted. Or whereby you the consumer have previously purchased from or enquired about purchasing from the company a product or service that the email newsletter relates to. This is by no means an entire list of your user rights in regard to receiving email marketing material.

Email Newsletter

IRIS Connect operates an email newsletter program, used to inform subscribers about products and services from IRIS Connect. Users can subscribe through an online automated process should they wish to do so but do so at their own discretion. Some subscriptions may be manually processed through prior written agreement with the user.

All personal details relating to subscriptions are held securely and in accordance with the GDPR.

Email marketing campaigns published by IRIS Connect may contain tracking facilities within the actual email. Subscriber activity is tracked and stored in a database for future analysis and evaluation. Such tracked activity may include; the opening of emails, forwarding of emails, the clicking of links within the email content, times, dates and frequency of activity.

This information is used to refine future email campaigns and supply the user with more relevant content based around their activity.

In compliance with GDPR subscribers are given the opportunity to unsubscribe at any time through an automated system. This process is detailed at the footer of each email campaign. If an automated un-subscription system is unavailable clear instructions on how to un-subscribe will be detailed instead.

External Links & Embedded Content

Although IRIS Connect only looks to include quality, safe and relevant external links, users are advised to adopt a policy of caution before clicking any external web links mentioned throughout its emails, website or web platform. IRIS Connect is not responsible for the links and content used in the platform added by its users.

External links are clickable text / banner / image links to other websites

Embedded content includes videos from other platforms such as Youtube, Vimeo, Wista etc

IRIS Connect cannot guarantee or verify the contents of any externally linked website or embedded content despite their best efforts. Users should therefore note they click on external links or content at their own risk and this website and IRIS Connect cannot be held liable for any damages or implications caused by visiting any external links mentioned.

Social Media Platforms

Communication, engagement and actions taken through external social media platforms that the IRIS Connect platform and IRIS Connect participate on are custom to the terms and conditions as well as the privacy policies held with each social media platform respectively.

Users are advised to use social media platforms wisely and communicate / engage upon them with due care and caution in regard to their own privacy and personal details. This platform nor IRIS Connect will ever ask for personal or sensitive information through social media platforms and encourage users wishing to discuss sensitive details to contact them through primary communication channels such as by telephone or email.

IRIS Connect may use social sharing buttons which help share web content directly from web pages to the social media platform in question. Users are advised before using such social sharing buttons that they do so at their own discretion and note that the social media platform may track and save your request to share a web page respectively through your social media platform account.

Shortened Links in Social Media

IRIS Connect through their social media platform accounts may share web links to relevant web pages. By default some social media platforms shorten lengthy urls (web addresses).

Users are advised to take caution and good judgement before clicking any shortened urls published on social media platforms by this website and IRIS Connect. Despite the best efforts to ensure only genuine urls are published many social media platforms are prone to spam and hacking and therefore this website and IRIS Connect cannot be held liable for any damages or implications caused by visiting any shortened links.

Contact from IRIS Connect

You may receive marketing communications from IRIS Connect. IRIS Connect process data using the lawful basis of either contract, legitimate interest or consent. If you would prefer not to receive these communications please see the unsubscribe section below.

For customers who unsubscribe, please note that you will still receive service update emails for important announcements. These will not contain any marketing content.

Customers can manage your email preferences of automated platform emails from [your account](#).

Unsubscribe

If you would like to unsubscribe from our newsletter and marketing communications you can do so using [this link](#).

Please note we will keep your details on our system to record that you have unsubscribed.

If you would like your details permanently deleted please email dpo@irisconnect.co.uk.

How long we keep it

Any personal data held by us for marketing and service update notifications will be kept by us until such time that you notify us that you no longer wish to receive this information. Please see the table below and the [Data Retention Policy](#) for more information on our personal data retention schedule.

Where your data is processed and stored

IRIS Connect have confirmed that any sub-processors we are using to host your data meet GDPR and we have a relevant sub-processor agreement in place.

Protecting your data

IRIS Connect takes data protection and security very seriously. Your data will only be available to staff who need access to it, we only use sub-processors who use market leading cloud data security processes.

Further information about our processes we have in place for protecting your data can be found in our

[Data Retention and Secure Disposal Policy](#)

[Incident Response and Data Breach](#)

[Personal Data Protection Policy](#)

Third Parties

We will only share email address and usage data with our IRIS Connect regional partner which manages your specific area. These partners have been certified by IRIS Connect to exclusively represent us in specific regions. Use of this data by our partners will only be with regards to IRIS Connect.

IRIS Connect only shares data with our regional partners listed below and no other third parties.

Below is a list of our regional partners:

[SmartMove](#): East Midlands, North of England

[Impact Matters](#): South West England, Wales & West Midlands

[Equis Consulting](#): Central and North London, Home Counties

[Do.It](#): Netherlands and Belgium Flanders

[VIA University College](#): Denmark, Faroe Islands and Greenland

[JAMK](#): Finland

[Cognition Education](#): New Zealand and Australia

Data where we are the data controller:

Our [Personal Data Protection Policy](#) governs the use and storage of your data.

Action	Personal Data Collected	Reason for data collection	Where data is processed	Where data is stored	How long data is kept for	Basis of Processing
Use live chat on website/Web Platform	<ul style="list-style-type: none"> - Chat transcript - Email address - Name 	Providing technical support	<ol style="list-style-type: none"> 1. Zendesk 2. Podio 3. Techego 	<ol style="list-style-type: none"> 1. EEA 2. Ireland (AWS) 3. Ireland (Azure) 	Until no longer needed or requested to be deleted	<p>For customers - Contract</p> <p>For non customers - Legitimate Interest</p>
Request remote support	Screen recordings from support session	Providing technical support	Bomgar	Locally	Automatically deleted after 90 days	Contract
Use the IRIS Connect Web Platform	<ul style="list-style-type: none"> - Name - Email address - Phone number - Email correspondence - Job title - Platform usage and metrics data - Event attendance 	<p>Provide account management & respond to queries</p> <p>System improvements</p>	<ol style="list-style-type: none"> 1. Podio 2. Gmail / Google Drive 3. IRIS Connect Platform 4. Mailchimp 5. Techego 	<ol style="list-style-type: none"> 1. Ireland (AWS) 2. US/EU* 3. Ireland (AWS) 4. USA* 5. Ireland (Azure) 	<ol style="list-style-type: none"> 1. Until no longer needed or requested to be deleted 2. As per the Data Retention Policy 	<p>For customers - Contract</p> <p>For non customers - Legitimate Interest</p>

	- General interactions with IRIS Connect				3. Retained whilst organisation remains a customer. If an organisation requests all records to be deleted, data will be anonymised 4. Retained until user account is deleted	
Agreeing to marketing communications	- Email address - Full name - Job title - Organisation	To provide newsletter / marketing communications	1. Mailchimp 2. IRIS Connect Web Platform 3. Hubspot	1. USA* 2. Ireland (AWS) 3. East Coast US (AWS)*	If requested to delete / unsubscribe	Consent / Legitimate Interest
Provide contact details at an event	- Email - Full name - Job Title - Phone number - Organisation - Twitter Handle	To provide newsletter / marketing communications	1. Hubspot 2. Podio 3. Mixmax 4. Techego	1. East Coast US (AWS)* 2. Ireland (AWS) 3. US* 4. Ireland (Azure)	Until no longer needed or requested to delete / unsubscribe	Consent
Complete form on	- Name	As per the	1. Hubspot	1. East Coast US	Until no longer	Consent

the website	- Email - Organisation - Job title	purpose of the form	2. Podio 3. Mixmax 4. Techego	(AWS)* 2. Ireland (AWS) 3. US* 4. Ireland (Azure)	needed or requested to be deleted	
Sign up to IRIS Connect hosted event	- Email - Full name - Job title - Phone number - Organisation	To provide details for the event and enable booking a place on the event	1. Event brite 2. Podio 3. Mixmax (non customers) 4. Hubspot (non customers) 5. Techego	1. US* 2. Ireland (AWS) 3. East Coast US (AWS)* 4. US* 5. Ireland (Azure)	Until no longer needed or requested to be deleted	Consent

*Covered by Standard Contractual Clauses

Data where we are the data processor (and you are the data controller)

Any data you upload, including videos, comments, profile picture, attachments etc are managed by the user, controlled by the organisation and processed by IRIS Connect as outlined in the Organisation agreement and EULA. Please refer to this for further information.

IRIS Connect may, for the explicit purpose of investigating a specific technical issue, temporarily access customer data. Access to this data is limited to approved members of the engineering team in strictly controlled conditions.

IRIS Connect provides a content oversight tool which enables Organisation Administrators to review randomised thumbnail images from videos recorded within the organisation. This tool is designed to enable the identification of inappropriate content. The organisation agrees to only use this tool for this sole purpose.

What are your rights?

Under GDPR you may request a copy of personal information held about you. If you would like a copy of the information held on you please see our [Data Subject Access Request procedure](#)

Should you believe that any personal data we hold on you is incorrect or incomplete, you have the ability to request to see this information, rectify it or have it deleted. Please contact us through the [Data Subject Access Request Form](#).

In the event that you wish to complain about how we have handled your personal data, please contact the Data Protection Officer at dpo@irisconnect.co.uk or in writing at IRIS Connect, Unit 11, Hove Business Centre, Fonthill Road, Hove, BN36HA. Our Data Protection Officer will then look into your complaint and work with you to resolve the matter.

If you still feel that your personal data has not been handled appropriately according to the law, you can contact the Information Commissioner's Office and file a complaint with them.

Resources & Further Information

- [GDPR](#)
- [Privacy and Electronic Communications Regulations 2003](#)
- [Privacy and Electronic Communications Regulations 2003 – The Guide](#)
- [Twitter Privacy Policy](#)
- [Facebook Privacy Policy](#)
- [Google Privacy Policy](#)
- [Linkedin Privacy Policy](#)
- [Mailchimp Privacy Policy](#)
- [WordPress Privacy Policy](#)

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