



Cantium Data Privacy Notice



Who are we?

Cantium Business Solutions (Cantium) are a Local Authority Trading Company owned by Kent County Council delivering HR, Finance, IT and Professional services. Cantium collects, uses and processes personal information about you. When we do so we are regulated under the UK Data Protection Act 2018 (DPA 2018) and the EU General Data Protection Regulation 2016 (GDPR) which applies across the European Union (including in the United Kingdom). Our Data Protection Officer is iSystems.

For the purposes of the services provided by Cantium Solutions to client organisations:

- We are responsible as ‘controller’ of your personal information where you are the person named as the client organisation contact with whom we liaise in relation to our contract with our clients.
- We are responsible as the ‘processor’ for the personal information we process in order to deliver the service(s) to our clients and have no direct relationship with the individual(s) whose personal data we process under the direction of client organisations. Please refer to the client organisation’s privacy policy as the data ‘controller’.

For further information as to how your personal information is processed for specific services provided by Cantium, please see the relevant privacy notice for the service.

The personal information we collect and use

Information collected by us

The table below summarises the information we collect, use and retain for this service, how and why we do so, how we use it and with whom it may be shared.

We seek to ensure that our information collection and processing is always proportionate. We will notify you of any changes to information we collect or to the purposes for which we collect and process it.

For information collected for the purposes of a service provided under one of our subbrands: EIS and Kent-Teach, please see their Privacy Notices which are accessible via their websites.

The information we collect	How we collect the information	Lawful basis	How we use and may share the information
Customer organisation information including names and contact details including employer address,	From the customer organisation	Performance of a contract	For provision of the services, customer account management including billing, handling queries and provision of

phone number and email address of relevant employee			management information as required
Customer organisation information including names and contact details, employer address, phone number and email address of relevant employees.	From the customer organisation	Legitimate Interest	To contact you about Cantium’s products and services that we believe you would benefit from utilising and are of interest to you via business email addresses, telephone numbers and direct mail to business addresses. We will not share this information with any 3rd party organisation.
Name, email, phone number, responses to surveys and/or qualitative research	Through www.cantium.solutions via a contact form and subscription button, from surveys and/or qualitative research	Consent & legitimate interest to enable us to enhance, modify or extend our services/communications for the benefit of our customers	This information will be stored on our CMS and/or Survey Platform and will be used to respond to requests and inform us in enhancing, modifying or extending our services/communications
Name, email, phone number	Through www.cantium.solutions/ via a contact form and subscription button and data provided by Kaltz Ltd	Consent	This information will be stored on our CMS and will be used to send promotional material about the services and products we provide, if you so wish.
Website information	Cookies	Consent	For further information regarding cookies please see our Cookie Policy.
Images	Events, training	Consent	This information may be used on our website, newsletters and on social media
Name, email address, telephone number and IP address,	Through www.cantium.solutions via our Tidio Chat Bot	Consent	This information will be stored on the Tidio Application and if you have requested to be contacted from us, our Customer Relationship Management system. It will be used to send promotional material about the services and products we provide, if you so wish

How long your personal data will be kept

We will not hold your personal information for longer than is reasonably necessary in

providing the service or as is required by law.

Upon expiry, any personal data which we are not legally obliged to retain, will be securely destroyed.

Marketing

We would like to send you information about products and services which may be of interest to you. If you consent to being sent such information, you will be free to opt out at any time in the future.

When you fill in a form or provide your details on our website, you will see one or more tick boxes allowing you to:

- Opt in to receive marketing communications from us by email, telephone, text message or post
- Opt in to receive marketing communications from our third-party partners by email, telephone, text message or post.

If you consented to our using your information for marketing purposes, you have the right to withdraw that consent at any time by the following means:

- Send an email to info@cantium.solutions
- Write to us at Cantium Business Solutions, Worrall House, 30 Kings Hill Avenue, Kings Hill, West Malling, Kent, ME19 4AE.

If you consented to our using your information to get in touch with you by using our Chat Bot, you have the right to withdraw that consent at any time by the following means:

- Send an email to info@cantium.solutions
- Write to us at Cantium Business Solutions, Worrall House, 30 Kings Hill Avenue, Kings Hill, West Malling, Kent, ME19 4AE.

We will not share your information for marketing purposes with any other organisation without your consent.

Who we share your information with

Other than as stated in the table above, we will share personal information with law enforcement, our regulators or other authorities if required by applicable law.

We will also share your personal information with third parties where it is necessary to administer our working relationship with you or where we have another legitimate interest in doing so (providing this is not overridden by your interests).

We may also need to share some of the categories of personal information with other parties where a transfer of the business takes place. Usually, information will be anonymised or pseudonymised, but this may not always be possible. The recipient of the information will be bound by confidentiality obligations and legally binding data sharing agreements.

Where information may be held

Information may be held at our offices and those of our service providers, representatives and agents as described above.

We will only transfer your personal data to countries that have been deemed to provide an adequate level of protection for personal data by the European Commission. For further details see https://ec.europa.eu/info/law/law-topic/data-protection/data-transfers-outside-eu/adequacy-protection-personal-data-non-eu-countries_en

Where we use certain service providers, we may use specific contracts approved by the European Commission which give personal data the same protection it has in Europe. For further details, see <https://ico.org.uk/for-organisations/guide-to-data-protection/guide-to-the-general-data-protection-regulation-gdpr/international-transfers/>

We share your personal data with Salesforce. This will involve transferring your data outside the EEA to the United States. Further information is available here: <https://www.salesforce.com/uk/company/privacy/>

We share your personal data with Tidio. This will involve transferring your data outside the EEA to the United States. Further information is available here: <https://www.tidio.com/privacy-policy/>

We share your personal data with MailChimp. This will involve transferring your data outside the EEA to the United States. Further information is available here: https://mailchimp.com/legal/privacy/#1._The_Basics

We share your personal data within the Microsoft Group. This will involve transferring your data outside the EEA to the United States. Further information is available here: <https://www.microsoft.com/en-us/trustcenter>

Please contact us if you want further information on the specific mechanism used by us when transferring your personal data out of the European Economic Area (EEA).

Our website

We collect certain information or data about you when you use www.cantium.solutions. We collect:

- Questions, queries or feedback you leave, including your name, email address and phone number

- Details of which version of [web browser](#) you used and other information about your device
- Information on how you use the site, using [cookies](#) and page tagging techniques.

For more information on cookies and related technologies used on this site, and how to disable them read our [cookie policy](#).

The data we collect on this site can be viewed by authorised people in Cantium as well as our suppliers, to:

- Improve the site by monitoring how you use it
- Gather feedback to improve our services
- Respond to any feedback you send us, if you've asked us to
- Allow you to access council services and make transactions
- Provide you with information about local services if you want it

Our website is also using Tidio, a chat platform that connects users with the customer support of Cantium Business Solutions. We are collecting email addresses, names and phone numbers only with the consent of the users, in order to get in touch with you when requested. The messages and data exchanged are stored within the Tidio application. For more information, please refer to their Privacy Policy. Cantium is not making use of these messages or data other than to follow up on users' registered issues or inquiries. Your personal data will be processed and transmitted in accordance with the General Data Protection Regulation (GDPR).

Storing your website data

We store your data on secure servers in the EEA. Sending information over the internet is generally not completely secure, and we can't guarantee the security of your data while it's in transit. Any data you send is at your own risk. We have appropriate organisational and technical measures, procedures and security features in place to keep your data secure once we receive it.

Links to other websites

[www.cantium.solutions](#) contains links to other websites. This privacy statement only applies to [www.cantium.solutions](#) and doesn't cover other services and transactions that we link to. These services will have their own terms and conditions and privacy notices. If you go to another website from this one, read the privacy notice on that website to find out what it does with your information.

Online forms (also known as "e-forms")

In order to provide certain services or activities, we need to be able to collect information from individuals and organisations. We use software provided by Salesforce, Firmstep, Snap, GovMetric and UserZoom to create these online forms. These companies are acting as data processors for Cantium Business Solutions and

only process personal information in line with our instructions. Each individual form will provide you access to the relevant privacy notice.

Reliance on UK exemptions from the GDPR

We may use information in reliance on the exemptions under the DPA 2018 where allowed e.g. where a claim to legal professional privilege would apply, in relation to the provision of confidential references or for the purposes of management forecasting (to the extent that such forecasting would be prejudiced by advance notification).

Your Rights

Under the DPA 2018 you have a number of rights which you can access free of charge which allow you to:

- Know what we are doing with your information and why we are doing it
- Ask to see what information we hold about you
- Ask us to correct any mistakes in the information we hold about you
- Object to direct marketing
- Make a complaint to the Information Commissioners Office

Depending on our reason for using your information you may also be entitled to:

- Ask us to delete information we hold about you
- Have your information transferred electronically to yourself or to another organisation
- Object to decisions being made that significantly affect you
- Object to how we are using your information
- Stop us using your information in certain ways

We will always seek to comply with your request however we may be required to hold or use your information to comply with legal duties.

Please note: your request may delay or prevent us delivering a service to you.

For further information about your rights, including the circumstances in which they apply, see the guidance from the UK Information Commissioners Office (ICO) on individuals' rights under the General Data Protection Regulation: <https://ico.org.uk/>

If you would like to exercise a right, please contact dataprotection@cantium.solutions or write to Data Protection Officer, Cantium Business Solutions, Worrall House, 30 Kings Hill Avenue, West Malling, ME19 4AE.

Keeping your personal information secure

We have appropriate security measures in place to prevent personal information from being accidentally lost or used or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine business need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

Who to Contact

Please contact dataprotection@cantium.solutions to exercise any of your rights, or if you have a complaint about why your information has been collected, how it has been used or how long we have kept it for.

You can contact our Data Protection Officer, iSystems at dataprotection@cantium.solutions or by writing to Data Protection Officer, Cantium Business Solutions, Worrall House, 30 Kings Hill Avenue, West Malling, ME19 4AE.

The General Data Protection Regulation also gives you right to lodge a complaint with a supervisory authority. The supervisory authority in the UK is the Information Commissioner who may be contacted at <https://ico.org.uk/concerns> or telephone 03031 231113.

We reserve the right to update this privacy notice at any time, and we will provide you with a new privacy notice when we make any substantial updates. We may also notify you in other ways from time to time about the processing of your personal information.

This document was last reviewed October 2020.