

Privacy Policy

This privacy policy sets out how we use and protect any information that you give Ascentel BPO when you use this website. Ascentel BPO is committed to ensuring that your privacy is protected.

Please visit this section regularly as the policy may be subject to change or update. Any significant changes to this policy will be notified. This policy is effective from the 1st of April 2025.

By using this website, you agree to the collection, processing, and transfer of your data as described in this privacy policy.

In addition to this notice, please read our [Terms and Conditions](#) and [Cookie Policy](#).

The Site is operated and provided by Ascentel BPO Limited at 260 Glasgow Rd, Rutherglen, G72 1UZ, and its suppliers ("we"/ "our"/ "us"). For further details on who we are please contact us at enquiries@Ascentel BPO .com.

SCOPE

The information collected on our platform is subject to data protection laws including, where applicable, the Data Protection Act 2018, the EU General Data Protection Regulation, E-Privacy Directive (2002/58/EC), and any other local data protection laws in each country in which Ascentel BPO operates (collectively, the "Data Protection Laws").

PRIVACY POLICY

Who are we?

Ascentel BPO is an innovative customer care outsourcing specialist. We offer omnichannel customer contact solutions across both traditional and digital channels. Whether it be by telephone, email, live chat or social media, we take pride in delivering a seamless and personalised customer experience each time we talk to our clients' customers.

And we deliver great customer service. The sort that makes people talk about a brand. That turns indifference into delight. And customers into advocates.

Ascentel BPO is built on our belief that not all contact centres need be the same.

We are owner managed, quality focused and agile, offering our clients a clear unfair advantage. We adopt leading edge contact centre technology to ensure first-class security. And we're proactive when it comes to creating innovative value-added solutions for our clients.

Information about Ascentel BPO : We are registered in Scotland SC222222 and having our registered office Cooper Building Glasgow G12 8HN Our VAT number 169 5264 73.

Contact details: +44 3330 00 22 00 | [ascentel.group](mailto:compliance@ascentel.group) | compliance@ascentel.group

HOW DO WE USE YOUR DATA

We collect different data based on the purposes for which we process it:

- **TO ASSESS THE SATISFACTION OF OUR CUSTOMERS AND TO CONTINUOUSLY IMPROVE THE SERVICES WE OFFER**

What personal data? Last name, first name, phone number, email address, company name, data you made available on your social media account and any other information you voluntarily send us.

Based on what legal basis? We process your data in order to answer your request before concluding a contract (Art. 6/1/b GDPR) and to pursue our legitimate interest to answer any questions, complaints, or recommendations you send us, and to improve the services and experience we offer to our customers (Art. 6/1/f GDPR).

How do we store the data? We will store your data in our communication database for a 6 months after our last interaction. Data shared with other platforms will be stored by them according to their own policies. Furthermore, the data registered through our website will be stored on the hosting provider's servers, located in the EU, or the United Kingdom. In case we download data locally it will be stored on our secure, local and cloud servers.

- **WHEN YOU REACT TO OUR CONTENT POSTED ON SOCIAL MEDIA PLATFORMS OR YOU SHARE INFORMATION FROM OUR WEBSITE**

What personal data? Name, photo, any publicly accessible information on your social media profiles, or voluntarily communicated by you.

Based on what legal basis? We process your data in order to answer your request before concluding a contract (Art. 6/1/b GDPR) and to pursue our legitimate interest to answer any questions, complaints, or recommendations you send us, and to improve the services and experience we offer to our customers (Art. 6/1/f GDPR).

How do we store the data? Data shared with other platforms will be stored by them according to their own policies. In case we download data locally it will be stored on our secure, local and cloud servers.

- **TO ENHANCE AN EASY AND PLEASANT NAVIGATION ON OUR WEBSITE THROUGH THE USE OF COOKIES**

What personal data? Internet Protocol (IP), computer general location, device (country level), website viewing history, timestamp, request/action.

Based on what legal basis? We use cookies pursuing our legitimate interest, in order to make your experience on our website easy and pleasant (Art. 6/1/f GDPR). Non-essential cookies are not used without your consent (Art. 6/1/a GDPR).

How do we store the data? There are session cookies and persistent cookies. While the session cookies are deleted when the browser is closed, the persistent cookies may have a different lifetime, depending on the cookie's purpose. You may find more information about the lifetime of the cookies we use in our [Cookie Policy](#). Furthermore, the data will be stored on the hosting provider's servers, located in the EU, or the United Kingdom. In case we download data locally it will be stored on our secure, local and cloud servers.

- **WHEN YOU REQUEST A BROCHURE OR FOR MARKETING AND COMMERCIAL COMMUNICATION**

What personal data? Last name, first name, phone number, email address, company, website.

Based on what legal basis? We process these data based on your consent (Art. 6/1/a GDPR) given to perform marketing communications and to pursue our

legitimate interest in case you are our customer, and we consider that the information could be of great interest to you (Art. 6/1/f GDPR).

We will always offer individuals the right to opt-out of further communications and should the individual choose not to be contacted again, we will record this and ensure we do not communicate with that individual again.

How do we store the data? In case of a subscription to the newsletter, the data processing will continue until you request to unsubscribe you. In case of processing conducted in our legitimate interest, when you are already our customer, we will process your data during the performance of the contract, and we will continue to do so for another 1 year of the contract. Furthermore, the data registered through our website will be stored on the hosting provider's servers, located in the EU, or the United Kingdom. Data shared with the newsletter will be stored on their servers, according to their policies. In case we download data locally it will be stored on our secure, local and cloud servers.

- **WHEN YOU APPLY FOR A JOB AT ASCENTEL BPO**

What personal data? Last name, first name, email address, phone number, CV and relevant cover letter, address, and any other personal data that you send voluntarily to us

Based on what legal basis? We process your data in order to answer your request before concluding a contract (Art. 6/1/b GDPR) and to pursue our legitimate interest to answer any questions or inquiries you send us, evaluate your application and choose the most suitable candidate for the job (Art. 6/1/f GDPR).

How do we store the data? We will store your data for a maximum of 2 years so that we can consider you for any vacancies which come up. Data shared with other

platforms will be stored by them according to their own policies. Furthermore, the data registered through our website will be stored on the hosting provider's servers, located in the EU, or the United Kingdom. In case we download data locally it will be stored on our secure, local and cloud servers.

- **WHEN YOU SEND US AN ACCESS REQUEST**

What personal data? Last name, first name, date of birth, email address, phone number, address, postcode, relation to the data subject in case the request is filled on behalf of another person, other information you voluntarily send us.

Based on what legal basis? We process your data in order to comply with our legal obligations under the GDPR (Art. 6/1/c GDPR).

How do we store the data? We will store your data in our communication database for a one year after our last interaction. Furthermore, the data registered through our website will be stored on the hosting provider's servers, located in the EU, or the United Kingdom. In case we download data locally it will be stored on our secure, local and cloud servers.

SHARING DATA WITH THIRD PARTIES

Ascentel BPO does not sell, rent or lease client lists to third parties. We use approved third parties, vetted in accordance with the guidelines contained in the GDPR and other information security legislation.

Your personal information will be shared with third party service providers to ensure the smooth running of our normal business operations. In addition, certain IT systems used by Ascentel BPO are maintained or hosted by third parties. Your

personal information will be shared with these third parties for the purpose of maintaining these systems.

Your personal data may also be disclosed to professional advisers (including lawyers, solicitors, auditors and accountants), banks, professional bodies, tax authorities, courts, police and other state authorities if we are required to do so by law or to protect and uphold our rights and interests.

DATA PROCESSED BY ASCENTEL BPO

Ascentel BPO pays close attention to protecting your data and applies appropriate technical and organisational measures to ensure the protection of personal data is appropriate to the risks and categories of data protected. In particular, we protect your data by limiting the access to authorised persons, respecting the applicable laws, as well as taking measures against data change, loss, damage or destruction. Ascentel BPO will not pass on your personal data to third parties without first obtaining your consent.

Important: After the data retention period ends, your data will be deleted. We will continue to use this data only after its irreversible anonymization, in case we believe it could help us improve the quality of our products or services.

Our website may contain links to other websites that are not owned or controlled by us. Please note that we are not responsible for the privacy practices of other websites or third parties. We encourage you to be aware of this fact when you leave our website and to read the privacy policies of each website that may collect your personal data.

CONTROLLING YOUR PERSONAL INFORMATION

You may choose to restrict the collection or use of your personal information. If you have previously agreed to us using your personal information for direct marketing, you may change your mind at any time by writing to or emailing us at unsubscribe@Ascentel.group

You may request details of personal information which we hold about you under GDPR. If you would like a copy of the information held on you, please contact us directly.

Whilst the Ascentel BPO Data Protection Officer can be reached via dpo@Ascentel.group Ascentel BPO highly recommends that the [web form](#) be used as this will capture all the relevant information required to ensure a quick and complete response. Alternatively, you can write to us at Data Protection Officer, Ascentel BPO , 260 Glasgow Rd, Rutherglen, G72 1UZ.

YOUR RIGHTS AS A DATA SUBJECT

At any point while we are in possession of or processing your personal data, you, the data subject, have the following rights:

- **Withdraw consent** – if the processing is carried out based on your consent, you have the right to withdraw it.
- **Right of access** – you have the right to request a copy of the information that we hold about you.
- **Right of rectification** – you have a right to correct data that we hold about you that is inaccurate or incomplete.

- **Right to be forgotten** – you can ask for the data we hold about you to be erased from our records if:
 - The data is no longer needed for purposes for which they were processed;
 - You object to the further processing of personal data (see Right of Opposition below);
 - Personal data has been processed illegally.
 - You withdraw your consent based on which the processing takes place.
- **Right to restriction of processing** – you have a right to restrict the processing when:
 - You contest the correctness of personal data for the period in which we must verify its accuracy;
 - The processing is illegal, and you request the restriction of processing rather than deletion;
 - We no longer need your personal data, but you request it to state, exercise, or defence a right; or
 - You object to the processing while we verify that our legitimate reasons overtake your rights.
- **Right of portability** – you have the right to have the data we hold about you transferred to another organisation.
- **Right to object** – you have the right to object to certain types of processing such as direct marketing.
- **Right to object to automated processing, including profiling** – you also have the right to object to the legal effects in case you are the subject of automated processing or profiling.
- **Right to file a complaint** – In case of an alleged violation of the data protection legislation, you can file a complaint to the national supervisory authority for data protection or notify the Data Protection Officer at Ascentel BPO . You can find the details for each of these contacts below.

COMPLAINTS

In the event that you wish to make a complaint about how your personal data is being processed by Ascentel BPO or how your complaint has been handled, you have the right to lodge a complaint directly with the supervisory authority and the Data Protection Officer at Ascentel BPO .

The details for each of these contacts are:

- **Supervisory authority contact details:** Information Commissioner's Office (ICO) <https://ico.org.uk/concerns/>
- **Contact:** Ascentel BPO DPO, dpo@Ascentel.group

EXERCISING YOUR LEGAL RIGHTS

To exercise your legal rights, or should you wish any other additional information on how we use your data, please contact our Data Protection Officer:

- By emailing dpo@Ascentel.group
- [Electronically using the web](#)
- By Mail: Data Protection Office, Ascentel BPO , 260 Glasgow Rd, Rutherglen, G72 1UZ, UK.

Whilst the Ascentel BPO DPO can be reached via dpo@Ascentel.group, Ascentel BPO highly recommends that the web form be used as this will capture all the relevant information required to ensure a quick and complete response.