



LIVERPOOL CONNECT'S COOKIE & PRIVACY POLICY - WEBSITE, SOCIAL MEDIA & JOB MANAGEMENT SYSTEM

1. What is a cookie?

A cookie is a harmless text file that a website can send to your browser, which may then be stored on your hard drive. It will generally contain the name of the domain from which the cookie has come, a unique "ID" and information about the cookie's "lifetime".

2. Consent to cookie use

To give you the best possible experience, this website uses cookies. By continuing to use our website you are giving your consent to cookies being used. For more information on our cookie use please read on.

3. Liverpool Connect and Google Analytics ©

Liverpool Connect uses Google Analytics to gather information which will allow us to improve web services for its visitors by collecting information on how visitors are using the site. The cookie is linked to the Liverpool Connect website domain(s) and data will only be used for statistical analysis related to your browsing behaviour on our website. For example we will be able to understand the number of visitors to our site, the pages viewed per visit, time spent on particular pages etc. Collecting this information will help us to provide you with a better service. Cookies used on our website will not store any personal or confidential information about you, and we will make no attempt to identify individual visitors via their IP address (unless we are legally obligated to do so).

For more information see the Google Analytics privacy overview, please refer to sections 7 and 8 below.

4. What do we use the data for?

The anonymous information gathered is used and analysed only at an aggregate level in order to measure the use of our website and make improvements to it. None of this information is reviewed at an individual level, and we do not use cookies to track people's internet use after leaving our website. That means that we know how many people have visited a particular page but we will not know who they are (unless you visit our secure client pages). If you do not want your details used in this manner, you can either set your browser to disable cookies or to inform you when a website is attempting to add a cookie and opt-out at this stage. Please note that should you choose to set your browser to disable cookies, you will not be able to log in to the secure areas of this website.

5. Cookies used on this website

Liverpool Connect uses session cookies, i.e. cookies which only last for the duration of your site visit and are deleted when you close your browser. We also use persistent cookies, i.e. cookies which will last beyond your session until they expire or you remove them.



Some of the cookies we use on our websites are essential for its operation and have already been set. Others will require your prior consent before they are set on your computer and you will be prompted on our website, asking you to consent to the use of non-essential cookies. The summary tables below show all essential and non-essential cookies used by us, together with a brief explanation as to their purpose.

6. Cookies on other websites

This cookie policy only sets out Liverpool Connects use of cookies set by its own website. Please remember that other companies' use of their cookies is subject to their own privacy policies. In particular we refer to sites through which you will be able to access Liverpool Connects content, such as www.instagram.com, in instances in which you would like to 'share' Liverpool Connects content with anyone through social networking platforms such as X, Facebook and LinkedIn. Liverpool Connect does not control the setting of these cookies and you are advised to check the relevant third-party websites for more information about their cookies and how to manage them.

7. How to disable cookies

The browsers of most computers, laptops, tablet computers and smartphones etc are usually set up to accept cookies from websites. You are able to configure your browser to allow, reject or notify you when a cookie is set up. As each browser is different we are not able to offer specific advice on how to change your preferences however we recommend that you check the "Help" menu of your browser where you will most likely find more information on how to change your cookie preferences. Please bear in mind that should you reject all cookies, parts of our website may no longer function properly and you may be required to change your browser settings before you can proceed.

You can also delete cookies that have previously been added. Please note however that deleting or rejecting cookies may affect your user experience of our website. For more information you may wish to visit www.aboutcookies.org.

For information about how to reject cookies on your mobile phone's web browser, please refer to your handset manual.

8. Google Analytics cookies

Liverpool Connect uses Google Analytics on the following domain:

www.liverpoolconnect.co.uk

This Privacy Policy explains how we use the personal information that Liverpool Connect collects or generates both in relation to this website and our services:



BACKGROUND
THE SERVICES WE PROVIDE
THE TYPES OF PERSONAL DATA WE COLLECT
HOW WE USE YOUR INFORMATION
DISCLOSURE OF YOUR INFORMATION TO THIRD PARTIES
INTERNATIONAL TRANSFERS OF PERSONAL DATA
HOW WE SAFEGUARD YOUR INFORMATION
HOW LONG WE KEEP YOUR PERSONAL DATA
YOUR RIGHTS
DESIGNATED REPRESENTATIVE
QUESTIONS AND CONCERNS

1. BACKGROUND

1.1 Liverpool Connect with its registered office at The Tapestry, 68 – 76 Kempston Street, Liverpool, L3 8HL collect and use certain Personal Data. Liverpool Connect is responsible for ensuring that it uses that personal data in compliance with data protection laws.

1.2 At Liverpool Connect, we respect the privacy of our clients and we are committed to keeping all your personal data secure. This privacy policy governs the handling of personal data by Liverpool Connect in the course of carrying on commercial activities.

1.3 We use the following definitions in this privacy policy:

Liverpool Connect, “we or “us” means Liverpool Connect Ltd and other companies in the within the Liverpool Connect Group.

“Personal Data” means any data which relates to a living individual who can be identified from that data or from that data and other information which is in the possession of, or is likely to come into the possession of, Liverpool Connect (or its representatives or service providers). In addition to factual information, it includes any expression of opinion about an individual and any indication of the intentions of Liverpool Connect or any other person in respect of an individual.

2. THE SERVICES WE PROVIDE

2.1 This privacy policy concerns the following categories of information that we collect about you when providing our services:

Information we receive through our website www.liverpoolconnect.co.uk .

Information we receive through our social media platforms.

Information we receive through the provision of our services, as well as our ancillary support.



3. THE TYPES OF PERSONAL DATA WE COLLECT

3.1 Many of the services offered by Liverpool Connect require us to obtain personal data about you in order to perform the services we have been engaged to provide. In relation to 2.1 above, we will collect and process the following personal data about you:

Information that you provide to Liverpool Connect via any of our platforms. The nature of the services you are requesting will determine the kind of personal data we might ask for, though such

information may include (by way of a non-exhaustive list):

Basic personal data (such as first name; family name; company name; personal/company email address; personal/business phone number; home/business address; city; postcode; country. Any information that you choose to share on Liverpool Connect social media which may be considered personal data. (Please note that Liverpool Connect does not collate information included on any of Liverpool Connects social media platforms together with personal data from your user account or profile).

Information that we collect or generate about you. This includes (by way of non-exhaustive list): A file with your contact history to be used for enquiry purposes so that we may ensure that you are satisfied with the services which we have provided to you.

Through our cloud security services, traffic and security reports that include information on the internet usage of the organisation's computer users (e.g. what websites were visited by each user, any documents downloaded, security incidents, prevention measures taken by the gateway, etc.).

Activity data relating to the use of protected documents, such as altering a document's permissions and information regarding the individual that performed the activity.

Information we obtain from other sources.

Cookies.

When you visit Liverpool Connects website, cookies are used to collect technical information about the services that you use, and how you use them.

For more information on the cookies used by Liverpool Connect, please see our Cookie Policy on page one of this document.

Anonymised Data

In addition to the categories of personal data described above, Liverpool Connect will also process further anonymised information and data that is not processed by reference to a specific individual.

4. HOW WE USE YOUR INFORMATION

4.1 Your personal data may be stored and processed by us in the following ways and for the following purposes:

For ongoing review and improvement of the information provided on Liverpool Connects' website to ensure they are user friendly and to prevent any potential disruptions or cyber-attacks. To allow you to use and access the functionality provided by the ancillary Liverpool Connects'



services.

To assess your application for Liverpool Connects' services, where applicable.

To set up clients to use the ancillary Liverpool Connects' services.

To conduct analysis required to detect malicious data and understand how this may affect your IT system.

For statistical monitoring and analysis of current attacks on devices and systems and for the on-going adaptation of the solutions provided to secure devices and systems against current attacks.

To understand feedback on Liverpool Connects' services and to help provide more information on the use of those services quickly and easily.

To communicate with you in order to provide you with services or information about Liverpool Connects' services.

For in-depth threat analysis.

To understand your needs and interests.

For the management and administration of our business.

In order to comply with and in order to assess compliance with applicable laws, rules and regulations, and internal policies and procedures.

For the administration and maintenance of databases storing personal data.

4.2 However we use personal data we make sure that the usage complies with law and the law allows us and requires us to use personal data for a variety of reasons. These include:

The need to do so order to perform our contractual obligations with our customers.

That we have obtained your consent.

We have legal and regulatory obligations that we have to discharge.

We may need to do so in order to establish, exercise or defend our legal rights or for the purpose of legal proceedings.

The use of your personal data as described is necessary for our legitimate business interests, such as:

Allowing us to effectively and efficiently manage and administer the operation of our business.

Maintaining compliance with internal policies and procedures.

Monitoring the use of our copyrighted materials.

Enabling quick and easy access to information on Liverpool Connects' services.

Offering optimal, up-to-date security solutions for mobile devices and IT systems, and obtaining further knowledge of current threats to network security in order to update our security solutions and provide these to the market.

4.3 We will take steps to ensure that the personal data is accessed only by personnel of Liverpool Connects that have a need to do so for the purposes described in this Privacy Policy.

5. DISCLOSURE OF YOUR INFORMATION TO THIRD PARTIES

5.1 We may also share your personal data outside of the Liverpool Connects' for the following purposes:

With our business partners and subcontractors. For example, this could include our partners who provide you or your company or your organisation with services alongside or related to, those provided by Liverpool Connects. Personal data will only be transferred to a business partner or



contractor who is contractually obliged to comply with appropriate data protection obligations and the relevant privacy and confidentiality legislation.

With third party agents and contractors for the purposes of providing services to us (for example, Liverpool Connect may require the services of a 3rd party contractor to fulfil its services). These third parties will be subject to appropriate data protection obligations and they will only use your personal data as described in this Privacy Policy.

To the extent required by law, for example if we are under a duty to disclose your personal data in order to comply with any legal obligation (including, without limitation, in order to comply with tax reporting requirements and disclosures to regulators), or to establish, exercise or defend our legal rights.

If we sell our business or assets, in which case we may need to disclose your personal data to the prospective buyer for due diligence purposes.

If we are acquired by a third party, in which case the personal data held by us about you will be disclosed to the third party buyer.

6. INTERNATIONAL TRANSFERS OF PERSONAL DATA

6.1 Liverpool Connect deals with a variety of different customer profiles, ranging from individuals based in the UK to International business. As a result we collect and transfer personal data on a global basis. That means that we may transfer your personal data to locations outside of your country.

6.2 Where we transfer your personal data to another country outside the EEA, we will ensure that it is protected and transferred in a manner consistent with legal requirements. In relation to data being transferred outside of Europe, for example, this may be done in one of the following ways:

The country that we send the data to might be approved by the European Commission as offering an adequate level of protection for personal data.

The recipient might have signed up to a contract based on “model contractual clauses” approved by the European Commission, obliging them to protect your personal data; where the recipient is located in the US, it might be a certified member of the EU-US Privacy Shield scheme or in other circumstances the law may permit us to otherwise transfer your personal data outside Europe.

6.3 You can obtain more details of the protection given to your personal data when it is transferred outside Europe (including a copy of the standard data protection clauses which we have entered into with recipients of your personal data) by contacting us as described in paragraph 11 below.

7. HOW WE SAFEGUARD YOUR INFORMATION

7.1 We have extensive controls in place to maintain the security of our information and information systems. Client files are protected with safeguards according to the sensitivity of the relevant information. Appropriate controls (such as restricted access) are placed on our computer systems. Physical access to areas where personal data is gathered, processed or stored is limited to authorised personnel.



7.2 As a condition of employment/engagement, The Liverpool Connects personnel are required to follow all applicable laws and regulations, including in relation to data protection law. Access to sensitive personal data is limited to those of our personnel who need to it to perform their roles. Unauthorised use or disclosure of confidential client information by Liverpool Connects personnel is prohibited and may result in disciplinary measures.

7.3 When you contact Liverpool Connects personnel about your file, you may be to validate some of your personal data. This type of safeguard is designed to ensure that only you, or someone authorised by you, has access to your file.

8. HOW LONG WE KEEP YOUR PERSONAL DATA

8.1 How long we will hold your personal data for will vary and will be determined by the following criteria:

The purpose for which we are using it – Liverpool Connect will need to keep the data for as long as is necessary for that purpose.

Legal obligations – laws or regulation may set a minimum period for which we have to keep your personal data.

9. YOUR RIGHTS

9.1 In all the above cases in which we collect, use or store your personal data, you may have the following rights and, in most cases, you can exercise them free of charge. These rights include:

The right to obtain information regarding the processing of your personal data and access to the personal data which we hold about you.

The right to withdraw your consent to the processing of your personal data at any time. Please note, however, that we may still be entitled to process your personal data if we have another legitimate reason for doing so. For example, we may need to retain personal data to comply with a legal obligations.

In some circumstances, the right to receive some personal data in a structured, commonly used and machine-readable format and/or request that we transmit those data to a third party where this is technically feasible. Please note that this right only applies to personal data which you have provided directly to Liverpool Connect.

The right to request that we rectify your personal data if it is inaccurate or incomplete.

The right to request that we erase your personal data in certain circumstances. Please note that there may be circumstances where you ask us to erase your personal data but we are legally entitled to retain it.

The right to object to, or request that we restrict, our processing of your personal data in certain circumstances. Again, there may be circumstances where you object to, or ask us to restrict, our processing of your personal data but we are legally entitled to refuse that request.

The right to lodge a complaint with the relevant data protection regulator if you think that any of your rights have been infringed by us.



9.2 You can exercise your rights by contacting us using the details listed in paragraph 11 below.

10. DESIGNATED REPRESENTATIVE

10.1 Liverpool Connects registered office may be contacted using the following contact information:

Address: Liverpool Connect LTD, c/o DoES Liverpool, The Tapestry, 68 – 76 Kempston Street, Liverpool, L3 8HL

Email Address: info@liverpoolconnect.co.uk

11. QUESTIONS AND CONCERNS

11.1 If you have any questions or concerns about Liverpool Connects handling of your personal data, or about this policy, please contact our designated Privacy Officer using the following contact information:

Address: Liverpool Connect LTD, c/o DoES Liverpool, The Tapestry, 68 – 76 Kempston Street, Liverpool, L3 8HL

Email Address: info@liverpoolconnect.co.uk

We are usually able to resolve privacy questions or concerns promptly and effectively. If you are not satisfied with the response you receive from our Privacy Officer, you may escalate concerns to the applicable privacy regulator in your jurisdiction. Upon request, Liverpool Connects' Privacy Officer will provide you with the contact information for that regulator.

“Liverpool Connect”, “we”, “us” and “our” means Liverpool Connect. We are committed to respecting your privacy.

Liverpool Connect is registered in the UK and its registered address is at Liverpool Connect LTD, c/o DoES Liverpool, The Tapestry, 68 – 76 Kempston Street, Liverpool, L3 8HL.

Company registration number is 14406975

About this privacy notice

For the purposes of data protection law, we are a data controller in respect of your personal data. Liverpool Connect is responsible for ensuring that it uses your personal data in compliance with data protection law.

This privacy notice applies if you are a client or prospective client,. The privacy notice sets out the basis on which any personal data about you that you provide to us, that we create, or that we obtain about you from other sources, will be processed by us. Please take the time to read and understand this privacy notice.

Personal data that we collect about you



We will collect and process the following personal data about you:

Information that you provide to us or one of our affiliates. This includes information about you that you give us by filling in forms or by communicating with us, whether face-to-face, by phone, e-mail or otherwise. This information may include:

Name, address, e-mail address and telephone number, financial information, employment history, identification records authentication data, nationality and dependants.

Information we collect or generate about you. This may include (by way of a non-exhaustive list):

A file with your contact history to be used for enquiry purposes so that we may ensure that you are satisfied with the services which we have provided to you through our cloud security services, traffic and security reports that include information on the internet usage of the organisation's computer users (e.g. what websites were visited by each user, any documents downloaded, security incidents, prevention measures taken by the gateway, etc.), and activity data relating to the use of protected documents, such as altering a document's permissions and information regarding the individual that performed the activity.

Information we obtain from other sources.

Cookies.

When you visit Liverpool Connects website, cookies are used to collect technical information about the services that you use, and how you use them.

For more information on the cookies used by Liverpool Connect, please see our Cookie Policy.

Anonymised data

In addition to the categories of personal data described above, Liverpool Connect will also process further anonymized information and data that is not processed by reference to a specific individual.

Uses of your personal data

Your personal data may be stored and processed by Liverpool Connect in the following ways and for the following purposes. In some cases, these services are provided by a third party. Your data may also be used for marketing purposes, so that we may tell you about products and services you may be interested in, as well as to invite you to exclusive client events.

We are entitled to use your personal data in these ways because:

We need to do so in order to perform our contractual obligations with you.

We have obtained your consent.

We have legal and regulatory obligations that we have to discharge.

We may need to in order to establish, exercise or defend our legal rights or for the purpose of legal proceedings.

The use of your personal data as described is necessary for our legitimate business interests (or



the legitimate interests of one or more of our affiliates), such as:

Allowing us to effectively and efficiently manage and administer the operation of our business.

Maintaining compliance with internal policies and procedures.

Monitoring the use of our copyrighted materials.

Enabling quick and easy access to information on Liverpool Connects services and ancillary services.

Offering optimal, up-to-date security solutions for mobile devices and IT systems, and obtaining further knowledge of current threats to network security in order to update our security solutions and provide these to the market.

Automated decision-making and profiling.

We do not use fully automated decision-making in order to execute our business relationship with you. We do however, process your data on a partially automated basis with the aim of evaluating certain characteristics of yours (profiling). We use profiling in the following situations:

To provide you with tailored information and advice regarding our products we use internal data analysis. This enables us to target appropriate communications and may be used to advertise to you, including invitations to exclusive offers that we think you may be interested in, as well as recommending products and services that we think might be suitable for you.

You can find out more information about your rights by contacting the Information Commissioner's Office, or by searching their website at <https://ico.org.uk/>