



**SCHEDULE 1**

**About the information we collect and hold**

Personal data will be processed by us where you consent to the processing or where that processing is necessary for 1) the performance of a contract with you; or 2) compliance with a legal obligation to which we are subject; or 3) the purposes of our legitimate interests (or those of a third party).

We have set out below, in a table format, a description of all the ways we plan to use your personal data, and which of the legal bases we rely on to do so. We have also identified what our legitimate interests are where appropriate.

Note that we may process your personal data for more than one lawful ground depending on the specific purpose for which we are using your data. Please contact us using the details [dataprotection.officer@televerde.com](mailto:dataprotection.officer@televerde.com) or [privacy@televerde.com](mailto:privacy@televerde.com) if you need details about the specific legal ground we are relying on to process your personal data where more than one ground has been set out in the table below.

Whose personal data?	What personal data do we collect?	How do we use your personal data?	Why do we use your personal data?
<p><b>Website Users</b></p> <ul style="list-style-type: none"> <li>any visitor to our Website</li> </ul>	<p>Technical data (including internet protocol (IP) address, device identification numbers (such as Apple Advertising ID), browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform and other technology on the devices you use to access our Website)</p> <p>Usage data (including information about your visit and how you use our Website)</p>	<p>To improve the user experience and administer the functionality of our website.</p>	<ul style="list-style-type: none"> <li>Necessary for our legitimate interests (to maintain network security and Website relevance for visitors to our Website)</li> </ul>
<p><b>Registered Website Users</b></p> <ul style="list-style-type: none"> <li>any individual who creates an account on our Website</li> </ul>	<p>Identity data (including full name)</p> <p>Contact data (including home address, billing address, email address and telephone numbers)</p> <p>Transaction data (including information obtained by providing products and services to you, details about products</p>	<p>To register you as a new “My Account” online account holder.</p> <p>To manage your “My Account” online account with us and to provide support to you with regard to the use of your “My Account” online account.</p> <p>To process any online orders of products and services to you (see “Clients” and “Client</p>	<ul style="list-style-type: none"> <li>Performance of a contract with you</li> </ul>

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	<p>and services provided by us to you, details of payments to and from you, and other details of our interactions including correspondence and conversations)</p> <p>Financial data (including bank account or credit card details and payment details)</p>	<p>contacts” below for further details)</p>	
<p><b>Individual Client</b></p> <ul style="list-style-type: none"> <li>any sole trader or partner in a traditional or limited partnership who is or was a Client</li> </ul>	<p>Identity data (including name and title)</p> <p>Contact data (including business address, email address and telephone numbers)</p> <p>Transaction data (including information obtained by providing products and services to you, details about products and services provided by us to you, details of payments to and from you, and other details of our interactions including correspondence and conversations)</p> <p>Financial data (including bank account details and payment details)</p>	<p>To process, provide and deliver products or services to you including:</p> <ul style="list-style-type: none"> <li>(a) providing information about our products or services on request;</li> <li>(b) negotiating, entering into, performing and enforcing a contract with you;</li> <li>(c) carrying out our services and/or providing our products, including marketing your products or services to a Prospect on your behalf;</li> <li>(d) managing payments, fees and charges, and collecting and recovering money owed to us;</li> <li>(e) dealing with any client complaints and receiving feedback;</li> <li>(f) corresponding with you in connection with our products or services.</li> </ul> <p>To manage our relationship with you.</p> <p>To notify you about changes to our terms and conditions or privacy notice.</p>	<ul style="list-style-type: none"> <li>Performance of a contract with you</li> <li>Necessary for our legitimate interests (to respond to your correspondence with us, to keep our records up to date, to recover debts due to us and to manage client relationships)</li> <li>Necessary to comply with a legal obligation</li> </ul>

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		To improve our products and services.	
<p><b>Individual Client - marketing</b></p> <ul style="list-style-type: none"> <li>any sole trader or partner in a traditional or limited partnership who is or was a Client</li> </ul>	Marketing and communications data (including your preferences in receiving marketing from us and your communication preferences)	<p>To provide you with direct marketing about our products and services.</p> <p>To send you notifications, offers, surveys and promotions.</p>	<ul style="list-style-type: none"> <li><b>Electronic marketing:</b> your consent for electronic communications</li> <li><b>Postal or telephone marketing:</b> necessary for our legitimate interests (to pursue direct marketing of our business, products and services) for postal or telephone marketing (subject to any relevant local laws which may require your consent to such marketing)</li> </ul>
<p><b>Client contacts</b></p> <ul style="list-style-type: none"> <li>any contact person or representative of an existing or former corporate Client</li> </ul>	<p>Identity data (including full name and title)</p> <p>Contact data (including business address, email address and telephone numbers)</p> <p>Employment data (including job title and role, credentials)</p> <p>Transaction data (including information obtained by providing products and services to your organization and other details of our interactions including correspondence and conversations)</p>	<p>To process, provide and deliver products or services to your organization including:</p> <p>(a) providing information about our products or services on request;</p> <p>(b) negotiating, entering into, performing and enforcing a contract with your organization;</p> <p>(c) carrying out our services and/or providing our products, including marketing the Client's products and Services to a Prospect on the Client's behalf;</p> <p>(d) managing payments, fees and charges, and collecting and recovering money owed to us;</p> <p>(e) dealing with any client complaints and receiving feedback;</p>	<ul style="list-style-type: none"> <li>Necessary for our legitimate interests (to perform contracts with our corporate Client, to respond to your correspondence with us, to keep our records up to date, to recover debts due to us and to manage client relationships)</li> </ul>

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		<p>(f) corresponding with you in connection with our products or services.</p> <p>To manage our relationship with you as our Client contact.</p> <p>To notify your organization about changes to our terms and conditions or privacy notice.</p> <p>To improve our products and services.</p>	
<p><b>Client contacts - marketing</b></p> <ul style="list-style-type: none"> <li>any contact person or representative of an existing or former corporate Client</li> </ul>	<p>Marketing and communications data (including your preferences in receiving marketing from us and your communication preferences)</p>	<p>To provide your organization with direct marketing about our products and services.</p> <p>To send your organization with notifications, offers, surveys and promotions.</p>	<ul style="list-style-type: none"> <li><b>All marketing:</b> Necessary for our legitimate interests (to pursue direct marketing of our business, products and services) (subject to any relevant local laws which may require your consent to such marketing)</li> </ul>
<p><b>Individual Prospect marketing</b></p> <ul style="list-style-type: none"> <li>any sole trader or partner in a traditional or limited partnership who is or was a Prospect</li> </ul>	<p>Identity data (including full name and title)</p> <p>Contact data (including business address, email address and telephone numbers)</p> <p>Employment data (including job title and role, credentials)</p> <p>Marketing and communications data (including your preferences in receiving marketing from us (including marketing from our Clients) and your communication preferences)</p> <p>Profile data (including information about you and your business that we obtain through market research)</p>	<p>To provide you with:</p> <p>(a) direct marketing about our products and services;</p> <p>(b) direct marketing about our Client and our Client's products and services (on behalf of our Client);</p> <p>(c) notifications, offers, surveys and promotions regarding our products and services or our Client's products and services (on behalf of our Client);</p> <p>in each case where we feel that this may be relevant to you (based on our research about you and your business).</p> <p><b>Provided always that:</b></p>	<ul style="list-style-type: none"> <li><b>Electronic marketing:</b> your consent</li> <li><b>Postal or telephone marketing:</b> necessary for our legitimate interests (to pursue direct marketing of our business, products and services) (subject to any relevant local laws which may require your consent to such marketing)</li> <li><b>Postal or telephone marketing:</b> necessary for our relevant Client's legitimate interests (to pursue direct marketing of the Client's business, products and services) (subject to any relevant local laws which may require your consent to such marketing)</li> </ul>

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		(a) you have not previously opted out of receiving any such marketing-related communications from us or from a specific Client; and  (b) it constitutes fair processing of your personal data to use your personal data in this manner.	<ul style="list-style-type: none"> <li>Necessary for our legitimate interests (to fulfil Client contracts)</li> </ul>
<p><b>Prospect contacts - marketing</b></p> <ul style="list-style-type: none"> <li>any contact person or representative of an existing or former corporate Prospect</li> </ul>	<p>Identity data (including full name and title)</p> <p>Contact data (including business address, email address and telephone numbers)</p> <p>Employment data (including job title and role, credentials)</p> <p>Marketing and communications data (including your preferences in receiving marketing from us (including marketing from our Clients) and your communication preferences)</p> <p>Profile data (including information about your organization that we obtain through market research)</p>	<p>To provide your organization with:</p> <p>(a) direct marketing about our products and services;</p> <p>(b) direct marketing about our Client and our Client's products and services (on behalf of our Client);</p> <p>(c) notifications, offers, surveys and promotions regarding our products and services or our Client's products and services (on behalf of our Client);</p> <p>in each case where we feel that this may be relevant to your organization (based on our research about your organization).</p> <p><b>Provided always that:</b></p> <p>(a) you have not previously opted out of receiving any such marketing-related communications from us or from a specific Client; and</p> <p>(b) it constitutes fair processing of your personal data to use</p>	<ul style="list-style-type: none"> <li><b>All marketing:</b> Necessary for our legitimate interests (to pursue direct marketing of our business, products and services) (subject to any relevant local laws which may require your consent to such marketing)</li> <li><b>All marketing:</b> necessary for our relevant Client's legitimate interests (to pursue direct marketing of the Client's business, products and services) (subject to any relevant local laws which may require your consent to such marketing)</li> <li>Necessary for our legitimate interests (to fulfil Client contracts)</li> </ul>

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		your personal data in this manner.	
<b>Individual Prospects and Prospect contacts - marketing lists</b>	<p>Identity data (including full name and title)</p> <p>Contact data (including business address, email address and telephone numbers)</p> <p>Employment data (including job title and role, credentials)</p> <p>Profile data (including information about you or your organization that we obtain through market research)</p>	<p>To provide our Clients with relevant market research</p> <p>To provide our Clients with appropriate marketing lists and other lead-generating services</p> <p>To sell, lease, rent or otherwise disclose personal data relating to individual Prospects or Prospect contacts to our Clients for the purpose of assisting our Clients with identifying and pursuing viable sales and customer leads</p>	<ul style="list-style-type: none"> <li>• <b>Personal data obtained directly from an individual Prospect or Prospect contact:</b> your consent</li> <li>• <b>Personal data obtained by us from third parties or public sources as part of our market research:</b> necessary for our legitimate interests (to perform a contract with our Clients, to run our business efficiently and profitably, and to pursue our commercial objectives where this does not override your rights and freedoms as a data subject) (subject to any relevant local laws which may require your consent to such processing)</li> </ul>
<b>Clients and Prospects</b> <ul style="list-style-type: none"> <li>• Including individual Clients and Prospects, as well as Client and Prospect contacts</li> </ul>	<p>All personal data (in particular transactional and profile data)</p>	<p>To anonymise and aggregate relevant personal data for the purposes of market research</p>	<ul style="list-style-type: none"> <li>• Necessary for our legitimate interests (to conduct market research for the purposes of improving our services)</li> </ul>
<b>Business Contacts</b> actual or prospective business contacts, including: <ul style="list-style-type: none"> <li>• staff or other contacts at our third party sub-contractors or our third party suppliers (including professional advisors)</li> <li>• individuals or representatives of</li> </ul>	<p>Identity data (including full name and title)</p> <p>Contact data (including business address, email address and telephone numbers)</p> <p>Employment data (including job title and role, employer, credentials)</p> <p>Transaction data (including details about products and services provided by you (or your</p>	<p>To manage our business relationships with suppliers and sub-contractors, professional advisors, regulatory authorities, public authorities and others, which will include:</p> <p>(a) seeking or maintaining business relationships with various organizations, including accreditation and regulatory authorities;</p> <p>(b) assessing the suitability of any existing or potential</p>	<ul style="list-style-type: none"> <li>• Performance of a contract with you as a data subject (where relevant)</li> <li>• Necessary for our legitimate interests (to perform a contract with your organization or business, to manage third party relationships, to seek supply and sub-contracting arrangements appropriate for our business, to run our</li> </ul>

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<p>organizations who have expressed an interest in our business, and</p> <ul style="list-style-type: none"> <li>anyone else with whom we have contact in a business context</li> </ul>	<p>organization) to us, details of the terms on which you (or your organization) are engaged as a sub-contractor or supplier, details of payments to and from you (or your organization) and other details of our interactions including correspondence and conversations)</p>	<p>supplier, sub-contractor or other business relationship;</p> <p>(c) negotiating and entering into appropriate contracts for the supply of goods or services to us (including the sub-contracting of goods or services), carrying out any obligations under such contracts (including obligations of payment) and if necessary enforcing any such contracts;</p> <p>(d) undertaking on-going monitoring and management of our relationship with suppliers, sub-contractors and other professional and business contacts;</p> <p>(e) interacting with other organizations (including partners or sub-contractors in a larger project) in the course of providing products or services to our Clients;</p> <p>(f) investigating any complaints or enquiries.</p>	<p>business efficiently and profitably, to enhance, modify and improve our products and services, and to pursue our commercial objectives where this does not override your rights and freedoms as a data subject)</p>
<p><b>All data subject who contact us by telephone or live chat</b></p>	<p>Identity data (including name)</p> <p>Contact data (including email address and/or telephone number)</p> <p>Correspondence data (including any personal information provided in the course of the telephone call or live chat session)</p>	<p>To record incoming and outgoing telephone calls and live chat sessions for the purposes of staff training and quality control</p>	<ul style="list-style-type: none"> <li>Necessary for our legitimate interests (to ensure professional standards during calls and live chat sessions, to train staff accordingly and to ensure quality control of our services)</li> </ul>
<p><b>All data subjects</b></p>	<p>All personal data</p>	<p>To comply with a legal obligation (such as any legislation or a court order).</p> <p>To protect our privacy, property or safety or those of a third party and your rights do not override such interests.</p>	<ul style="list-style-type: none"> <li>Necessary to comply with a legal obligation</li> <li>Necessary for our legitimate interests (to assert our legal rights)</li> </ul>



Whose personal data?	What personal data do we collect?	How do we use your personal data?	Why do we use your personal data?
		To establish, exercise or defend our legal rights.	

We will only use your personal data for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If you wish to get an explanation as to how the processing for the new purpose is compatible with the original purpose, please contact us at [dataprotection.officer@televerde.com](mailto:dataprotection.officer@televerde.com) or [privacy@televerde.com](mailto:privacy@televerde.com)

If we need to use your personal data for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so.