



The aim of this privacy policy is to provide you with information about the following:

- What information we collect from you and why we need this information to provide the Telesave service to you.
- How we use this information.
- How to access the information we hold about you.

We are committed to protecting your information, being transparent about what data we hold and how we use it. We've tried to make this Privacy Policy easy to understand. If you have any queries that aren't dealt with here, please contact us on info@telesave.co.uk

This Privacy Policy replaces all previous versions.

This policy applies to anyone who uses the websites of, or who buys or uses any of the services provided by Telesave which is a service operated by Magrathea Telecommunications Ltd. When we refer to 'we' or 'our' we are referring to Telesave operated by Magrathea Telecommunications Ltd.

We collect information about you when you signed up for our service and when you use our service. We will not share this information with any other agencies or organisations, except where disclosure is required by law by Ofcom, or by any other relevant regulatory or governmental authority.

By using any of our services or visiting our websites you agree to our use of your information as set out in this privacy policy. This privacy policy forms part of and should be read in conjunction with the terms and conditions on our website and any additional terms you are provided with in relation to our services.

Information we collect about you:

1.) Information that you have directly given us.

When you set up an account with us, we will need certain information to process your order. This will be information such as your name, private/business email or postal address, telephone or mobile number, financial or credit card information to help us identify you and to provide a service to you. We may ask for other information that relates to the service you are using.

When you contact us to discuss your services, we will ask for certain information to be able to confirm your identity, check our records and answer your questions quickly and accurately.

2.) Information we automatically collect about you:

When you use our services, we will automatically record the numbers you have dialled, the destination and the length of your call. This information is required for billing purposes and to help us manage our network.

When you visit our website, we may collect and process information about your usage of these by using "cookies" and other similar technologies (see Cookies section below) to help us make improvements to the websites and to the services we make available.

How we use your information

The information we collect helps us to provide and to improve the Telesave service to you. We will use the information about you for purposes that include but are not limited to:

- Verify your identity when you use our services or contact us.
- Process any enquiries you have about the service.
- Monitor, record, store and use any telephone, e-mail or other electronic communications with you for training purposes, so that we can check any instructions given to us and to improve the quality of our customer service, and in order to meet our legal and regulatory obligations.
- Tell you about changes to our websites, services or terms and conditions.
- Recover any monies you may owe to us for using our services.
- Analyse our services with the aim of improving them.
- Prevent or detect a crime, fraud or misuse of, or damage to our network, and to investigate where we believe any of these have occurred.
- Monitor network traffic from time to time for the purposes of backup and problem solving.
- If you have agreed, we will provide you with information about other Telesave services, offers or products that you may be interested in.

Sharing your information with other parties.

We may share your information with organisations outside of Telesave:

- As part of the process of selling our business.
- As part of current or future legal proceedings.
- In response to properly made requests from law enforcement agencies for the prevention and detection of a crime, for the purpose of safeguarding national security or when the law requires us to, such as in response to a court order or other lawful demand or powers contained in legislation.
- In response to properly made requests from regulatory bodies such as the Information Commissioners Office and Ofcom, for example where you contact Ofcom asking them to investigate a complaint in respect of the provision of our services to you, they may request information from us to enable them to investigate and make a decision in respect of this matter. We will need to provide them with the relevant information we hold relating to your account.
- With a third party company who is assisting in providing services to you for us, e.g customer support or a telecommunications partner. Where we share your information with third parties who help us provide the services, they are required to follow our express instructions in respect of the use of your personal information and they must comply with the requirements of the The General Data Protection Regulation (GDPR) (Regulation (EU) 2016/679) and any other relevant legislation to protect your information and keep it secure. It is possible that these other people and organisations may be outside the European Economic Area in countries that do not always have the same standard of data protection laws as the UK. However, we will have a contract in place to ensure that your information is adequately protected and we will remain bound by our obligations even when your personal information is processed outside the European Economic Area.

How long will we hold your information for:

The time period that we will keep your information for will vary depending on what the information is used for. Unless there is a specific legal requirement for us to keep information, we will keep your information for as long as it is relevant and useful for the purpose for which it was collected (and which you agreed to).

For example, when you contact us we may monitor and record your communications with us to use this information for training and quality purposes, and to meet our legal and regulatory requirements. Where we store emails, these are only held for a limited period of time before we delete them permanently.

We will continue to hold information about you if you terminate your services with us. This information will only be held for such periods as is necessary for the purpose of dealing with enquiries, complying with any legal obligation and for crime and fraud prevention and detection.

The law requires us to keep certain information about how you use our services for a period of 12 months – this will include, but is not limited to, records of the dates and times of the calls you have made and the numbers you have dialled. This information may be used by certain law enforcement agencies to prevent and detect crime and to protect national security. We will only disclose this information to them when we are legally required to.

Accessing your information.

You are entitled to find out what information we hold about you. If you want to find out what information we hold you will need to submit a request in writing to The Data Controller, Magrathea Telecommunications Ltd, 5 Commerce Park, Brunel Road, Theale, Berkshire, RG7 4AB.

We may ask you to provide us with proof of your identity to make sure we are giving your information to the right person.

To help us process your request you will need to provide the following information:

- telephone number/s.
- address.
- date and time (if requesting information about a call)

Marketing Preferences

If you have agreed to us contacting you, we will contact you with details of products, services and special offers that we believe you may be interested in. If you change your mind and do not want to us to send you marketing messages you can do this by emailing info@telesave.co.uk and your details will be removed from our mailing list.

If you notify us we will stop sending you the marketing messages, but we will still need to send you service related messages including changes to services or terms and conditions.

Cookies

Our website may use cookies. Cookies collect information about your use of our website, including things like details of your operating system and browser, the time and duration of your visit, which parts of our website you visited and your IP address. The information collected by cookies enables us to understand the use of our site, including the number of visitors we have, the pages viewed per

session, time exposed to particular pages etc. This in turn helps us to provide you with a better experience, since we can evaluate the level of interest in the content of our website and tailor it accordingly. We will not attempt to personally identify you from your IP address unless required to as a matter of law or regulation or in order to protect our, or our other customers', rights.

Most browsers automatically accept cookies. You can set your browser options so that you will not receive cookies and you can also delete existing cookies from your browser. However, you may find that some parts of the site will not function properly if you disable cookies.

Protecting your information

We take protecting your data seriously, and through appropriate organisational and technical security measures we will do our utmost to protect you against unauthorised disclosure or processing.

Unfortunately we cannot guarantee the security of transmitting information via the internet. We have tried to create a secure and reliable website for our users. However, we have no responsibility or liability for the security of personal information transmitted via the internet.

Changes to this Privacy Policy

Please note that this policy will be reviewed and may change from time to time. The revised policy will be posted to this page so that you are always aware of the information we collect, how we use it and under what circumstances we disclose it.

Contact Us:

If you feel we have breached your privacy, want us to update your marketing preferences, or amend your information, please contact us either by email on info@telesave.co.uk or by post at Magrathea Telecommunications Ltd, 5 Commerce Park, Brunel Road, Theale, Berkshire, RG7 4AB.