

Privacy policy

A notice to clients of the communications providers we serve. Our fundamental position is as a wholesaler supplying offerings to communications companies to connect homes, cellular masts, schools, shops, banks, hospitals, libraries, broadcasters, governments, and businesses – big and small – to the world. This privacy policy doesn't follow the private statistics we manner on behalf of these communications companies. Our contracts and the regulation decide what we can do with the private statistics amassed on behalf of communications companies. If you're a client of theirs, then their privateness coverage will follow the gathering and use of your private statistics.

Who are we?

Better Connections (Solutions) Limited T/a Chapel Street Telecom Limited is an independent company that delivers communications services to domestic and business customers in the United Kingdom. While we may not provide all the component parts of our services ourselves, we do take responsibility for the services delivered to you. So we will liaise with our suppliers to ensure that any problems with their services are resolved promptly.

We make every effort to ensure that our customers are happy with the level of service, and the products and service they receive from us. However, despite our best efforts, things can go wrong. We take customer complaints very seriously and aim to resolve them quickly and efficiently.

If you have a complaint about any part of our service, please contact our Customer Service Team using one of the following: By Phone: 02037457765 By Email: csg@cstabs.co.uk By Letter: Better Connections (Solutions) Limited T/a Chapel Street Telecom Limited, 231 Elliott Street, Tyldesley, Manchester, M29 8DG

Why do we have a privacy policy?

Firstly, we are under a legal obligation to let you know what personal information we collect about you, what we use it for and on what basis. We always need a good reason and we also have to explain to you your rights in relation to that information. You have the right to know what information we hold about you and to have a copy of it, and you can ask us to change or sometimes delete it.

What information do we collect and what do we do with it?

We'll use your personal information to provide you with products and services. This applies when you register for or buy a product or service from us. Or if you register for an online account with us or download and register on one of our apps or fill one of our online forms.

This means we'll:

- record details about the products and services you use or order from us
- send you product or service information messages (we'll send you messages to confirm your order and tell you about any changes that might affect your service, like when we have infrastructure work planned or need to fix something)
- update you on when we'll deliver, connect or install your products and services
- let you create and log in to the online accounts we run
- charge you and make sure your payment reaches us
- develop our network, products and services to provide you with a better service
- give information to someone else (if we need to for the product or service you've ordered) or to another communications provider if you're buying some services from them and us (if we do this, we still control your personal information and we have strict controls in place to make sure it's properly protected)
- support you more if you are a vulnerable customer.

We use the following to provide products and services and manage your account.

- Your contact details and other information to confirm your identity and your communications with us. This includes your name, gender, address, phone number, email address, passwords and credentials (such as the security questions and answers we have on your account).
- Your payment and financial information.
- Your communications with us, including emails, webchats and phone calls. We'll also keep records of any settings or communication preferences you choose.
- Information from cookies placed on your connected devices that we need so we can provide a service.

We use this information to carry out our contract (or to prepare a contract) and provide products or services to you. If you don't give us the correct information or ask us to delete it, we might not be able to provide you with the product or service you ordered from us.

To collect debt, if you don't pay your bills, we might ask a debt-recovery agency to collect what you owe. We'll give them information about you (such as your contact details) and your account (the amount of the debt) and may choose to sell the debt to another organisation to allow us to receive the amount due.

To law enforcement agencies, under investigatory powers legislation, we might have to share personal information about you to government and law enforcement agencies, such as the police, to help detect and stop crime, prosecute offenders and protect national security. They might ask for the following details.

- Your contact details. This includes your name, gender, address, phone number, date of birth, email address, passwords and credentials (such as your security questions and answers) needed to confirm your identity and your communications with us.
- Your communications with us, such as calls, emails and webchats.
- Your payment and financial information.
- Details of the products and services you've bought and how you use them.

For regulatory reasons, we have to report certain information to our regulators, such as Ofcom, which might include personal information. We will only do so in confidence and where it is necessary to fulfil our obligations.

Who do we share your personal information with and why?

We use other providers to carry out services on our behalf or to help us provide services to you. We also use them to:

- provide customer service, marketing, infrastructure and information technology services
- personalise our service and make it work better
- process payment transactions
- carry out fraud and credit checks and collect debts
- analyse and improve the information we hold (including about your interactions with our service)
- run surveys.

Where we use another organisation, we still control your personal information. And we have strict controls in place to make sure it's properly protected.

The section above describes the situations in which your personal information is shared to other organisations, government bodies and law enforcement agencies. When we share your information with other organisations we'll make sure it's protected, as far as is reasonably possible.

How long do we keep your data?

If you are or have become an existing client of our we will then be keeping your details for the duration of your contract or whilst you have ongoing services with us. After your contract has expired or you have moved to a different supplier, we will be keeping your data for 3 years starting your expiry/move date. The same rule applies to individuals who have left their contact details through one of our online forms or webchat.

If you'd like any more details, or you have comments or questions about our privacy policy, you can contact us by email on csg@cstabs.co.uk write to us at:

**The Stables, Cole Hill Bank
Congleton, Cheshire
CW12 3AD**