

PRIVACY NOTICE

Solidsoft Reply is part of the Reply Group and develops a web application called “VeriLite”. Information about VeriLite, and registration to use the VeriLite application, is provided through the www.verilite.eu website.

This privacy policy explains how Solidsoft Reply uses the personal data it collects from you when you use the www.verilite.eu website, subscribe to the VeriLite application or contact the Solidsoft Reply Service Desk regarding VeriLite.

Topics:

- What data do we collect?
- How do we collect your data?
- What is the legal basis for collecting your data?
- How will we use your data?
- How do we store your data?
- Marketing
- What are your data protection rights?

WHAT DATA DO WE COLLECT?

Solidsoft Reply collects the following data:

- Personal identification information when you subscribe for the VeriLite service (your organisation name, your name, email address, first username (“Superuser”). These are collected via a service provided by Zoho (see below). Solidsoft Reply’s Service Desk team is notified of new subscriptions by Zoho (via email) and will record some of the aforementioned information in FreshService or Microsoft SharePoint (see below).
- When you subscribe, credit card details are collected and processed via the Stripe service (see below). Solidsoft Reply has no access to these.
- Details of users (username and location) who are accessing the VeriLite web application. These are collected in the VeriLite application itself, when you set it up. User passwords are also retained but these are stored in encrypted (hashed) format and cannot be decrypted by Solidsoft Reply or other parties.
- Names and contact details of users who contact our Service Desk.

HOW DO WE COLLECT YOUR DATA?

You directly provide Solidsoft Reply with most of the data we collect. We collect data and process data when you:

- Register online or subscribe to the VeriLite service/application.
- Add authorised user details to VeriLite application.
- Contact our Service Desk.

WHAT IS THE LEGAL BASIS FOR COLLECTING YOUR DATA?

Solidsoft Reply collects your data because:

- It is part of a contractual obligation in order to provide you with access to the VeriLite application and support services.
- We have a legitimate interest for collecting the data in order to ensure we can provide you with an optimal service and comply with our internal policies.
- In some cases, we may have a legal obligation to collect the data (e.g. for statutory financial reporting purposes).

HOW WILL WE USE YOUR DATA?

Solidsoft Reply collects your data so that:

- We can process your order and manage your subscription. When Solidsoft Reply processes your order, it may send your data to, and use the resulting information from, credit reference agencies to prevent fraudulent purchases.
- VeriLite can provide users with log-in credentials
- We can provide users with support services via our Service Desk

HOW DO WE STORE YOUR DATA?

- Your subscription data is stored using services provided by Zoho Billing (www.Zoho.com). Payments are processed by Stripe (www.stripe.com). Zoho and Stripe's privacy policies can be seen on their websites. This data will be kept for the period over which you are registered for our services.
- Details of subscribed organisations and individuals may be stored by Solidsoft Reply in our FreshService IT Service Management System or in Microsoft SharePoint. FreshService is hosted on servers based in Data Centers in the EU, USA, India and Australia. FreshService is operated by Freshworks, whose data protection policy is available on their website (www.freshworks.com). Solidsoft Reply uses Microsoft SharePoint services based in Data Centers within the UK and EU. Microsoft's data protection policies are available on their website.
- VeriLite user data and credentials are stored in Microsoft Data Centers within the EU. Microsoft's data protection policies are available on their website.
- Any details you provide to our Service Desk are stored in our Freshservice IT Service Management System.

We will retain your data for a maximum period of 12 months after you cancel your registration/subscription, at which point your data will be deleted from these systems, except where we have a legal requirement to retain any part of the data for a longer period.

WHAT ARE YOUR DATA PROTECTION RIGHTS?

Solidsoft Reply would like to make sure you are fully aware of all your data protection rights. Every user is entitled to the following:

The right to access – You have the right to request Solidsoft Reply for copies of your personal data. We may charge you a small fee for this service.

The right to rectification – You have the right to request that Solidsoft Reply correct any information you believe is inaccurate. You also have the right to request Solidsoft Reply to complete the information you believe is incomplete.

The right to erasure – You have the right to request that Solidsoft Reply erase your personal data.

The right to restrict processing – You have the right to request that Solidsoft Reply restrict the processing of your personal data.

The right to object to processing – You have the right to object to Solidsoft Reply’s processing of your personal data.

The right to data portability – You have the right to request that Solidsoft Reply transfer the data that we have collected to another organization, or directly to you.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us:

Email us at: Please use the Service Desk email provided to you.

Call us at: +44 (0) 207 730 6000

Or write to us: Data Protection Team, Solidsoft Reply, 38 Grosvenor Gardens, London, SW1W 0EB, United Kingdom.

Further details about your rights can be seen on the website of the Information Commissioner’s Office at ico.org.uk.