

OUTSORC Limited

MONITRR Privacy Notice

Last Updated: 11/04/2023

1. Who We Are And What We Do

Who we are

We are OUTSORC Limited ("OUTSORC", "us", "we", "our"). We are a limited company registered in England and Wales under registration number 06794015 and we have our registered office at 9 Commerce Road, Lynchwood, Peterborough, Cambridgeshire, England, PE2 6LR. We are registered with the UK supervisory authority, Information Commissioner's Office ("ICO"), in relation to our processing of Personal Data, under registration number Z2894083.

OUTSORC Limited understands the importance of protecting children's privacy, particularly in their online interactions. This platform is not designed for and does not intentionally target or solicit to children 18 years of age and younger.

What we do

We are in the business of providing network management and performance improvement solutions for brands within the automotive, agriculture, construction, and insurance sectors, including MONITRR software. We and our affiliates, subsidiaries and related entities are committed to protecting the privacy and security of the Personal Data we process about you.

Controller

We are the controller of the Personal Data we process about you related to offering MONITRR as a service to you. This means that we decide what Personal Data to collect and how to process it.

We are a Data Processor of the Personal Data you and your employer upload into MONITRR.

2. Purpose Of This Privacy Notice

The purpose of this privacy notice is to explain what Personal Data our MONITRR platform collects and processes about you when we are acting as a Data Controller. This privacy notice also explains your rights, so please read it carefully. If you have any questions, you can contact us using the information provided below under the 'How to contact us' section.

3. Who This Privacy Notice Applies To

This privacy notice applies to you if:

- a. You visit MONITRR.
- b. You register with MONITRR as a user.
- c. You request technical support through MONITRR's Technical Support service.
- d. You enquire about products and/or services provided through MONITRR.

This privacy policy applies only to the actions of OUTSORC and users with respect to MONITRR. To understand how we process personal data on our website, please check our Website Specific Privacy Notice.

4. What Personal Data Is

'Personal Data' means any information from which someone can be identified either directly or indirectly. For example, you can be identified by your name or an online identifier.

5. Personal Data We Collect

We may collect the following Personal Data from you:

- a. Name.
- b. Job title.
- c. Contact Information such as email addresses and telephone numbers.
- d. Address.
- e. Preferences and interests.
- f. Any information you choose to share with us as part of requesting technical support and submitting enquiries to us.

6. How We Collect Personal Data

We collect most of the Personal Data directly from you when you register as a MONITRR user and navigate through our platform, for example:

- a. when you contact us through the Website, by telephone, post, e-mail or through any other means.
- b. when you register with the Website and set up an account to use MONITRR.

6.1 Personal Data That Is Received From Third Parties

OUTSORC will receive Data about you from the following third parties:

- a. manufacturers and their respective brands, import organisations, authorised representatives, and National Sales Companies.
- b. insurance companies.
- c. franchise retailers.
- d. your employer.

6.2 Personal Data That Is Collected Automatically

To the extent that you navigate through MONITRR, we will collect your Personal Data automatically through the use of cookies, for example your IP address, the date, times, and frequency with which you access the platform and the way you use and interact with its content.

This information helps us to make improvements to Website content and navigation.

Our use of Cookies is in line with the cookie settings on your browser. For more information about cookies, and how we use them on the Website, see the section below, headed "Cookies".

7. Cookies

MONITRR may place and access certain Cookies on your computer. OUTSORC uses Cookies to improve your experience when using the software. OUTSORC has carefully chosen these Cookies and has taken steps to ensure that your privacy is protected and respected at all times.

All Cookies used by this Website are used in accordance with current UK and EU Cookie Law.

Before MONITRR places Cookies on your computer, you will be presented with a message bar requesting your consent to set those Cookies. By giving your consent to the placing of Cookies, you are enabling OUTSORC to provide a better experience and service to you. You may, if you wish, deny consent to the placing of Cookies; however certain features of the Website may not function fully or as intended.

MONITRR may place the following types of Cookies:

Strictly necessary cookies: These are cookies that are required for the operation of our website. They include, for example, cookies that enable you to log into MONITRR.

Analytical/performance cookies: They allow us to recognise and count the number of users and to see how users move around our platform when they are using it. This helps us to improve the way our platform works, for example, by ensuring that users are finding what they are looking for easily.

Functionality cookies: These are used to recognise you when you return to MONITRR. This enables us to personalise our content for you, greet you by name and remember your preferences (for example, your choice of language or region).

Marketing or Targeting Cookies: These are cookies placed by third parties on our website which record your visit to our website, the pages you have visited and the links you have followed. They use this information for advertising purposes.

You can find a list of Cookies that we use in the Cookies Schedule.

You can allow or block cookies by activating the setting on your browser that permits you to change the setting of all or some cookies. Please note that disabling cookies may affect the availability or functionality of our website. Most of the website will function normally, however, functions that rely on cookies such as [Insert example (e.g. the use of our online enquiry form)], will be disabled.

If you would like more information on how to manage cookies on some popular browsers, please click on the links below.

- [Internet Explorer](#)
- [Google Chrome](#)
- [Apple Safari](#)
- [Microsoft Edge](#)
- [Mozilla Firefox](#)

You can choose to delete Cookies at any time; however, you may lose any information that enables you to access the platform more quickly and efficiently including, but not limited to, personalisation settings.

8. Lawful Bases and Retention Periods

Unless a longer retention period is required or permitted by law, we will only hold your Personal Data on our systems for the period necessary to fulfil the purposes outlined in this privacy policy.

Categories of individuals	Categories of Personal Data	Purpose of Processing	Lawful Basis	Retention Period
MONITRR Users	Name, corporate email address, corporate phone number, role within organisation, organisation you work for, your defined login and password, any information you choose to share with us as part of our contractual relationship and the delivery of our services	To provide you with access to MONITRR and use the features available on the platform	Contract	6 years following the date of the transaction

MONITRR Users	Name, company you work for, email address, phone number, any message you choose to share with us as part of our "Contact Us" enquiry form and/or technical support	To receive your enquiries through website forms, phone, or email address, fulfil your request about our products and services and provide you with customer service	Contract	6 years following the date of your request
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Where Personal Data is processed because it is necessary for the performance of a contract to which you are a party, we will be unable to provide our services without the required information.

9. Sharing your Personal Data

We may share your Personal Data internally with our employees, subsidiaries, and affiliates and externally with our carefully selected third parties, including but not limited to suppliers we engage to provide us with outsourced support services, cloud-based platforms we rely on, our outsourced advisors, HR, marketing, events, business operations and IT service providers.

We may, from time to time, expand or reduce our business and this may involve the sale and/or the transfer of control of all or part of Outsorc. Data provided by users will, where it is relevant to any part of our business so transferred, be transferred along with that part and the new owner or newly controlling party will, under the terms of this privacy policy, be permitted to use the data for the purposes for which it was originally supplied to us.

We may also disclose Data to a prospective purchaser of our business or any part of it.

In the above instances, we will take steps with the aim of ensuring your privacy is protected.

10. Keeping Data Secure

We will use technical and organisational measures to safeguard your Personal Data, for example:

- a. access to your account is controlled by a password and a username that is unique to you.
- b. we store your Personal Data on secure servers.

Technical and organisational measures include measures to deal with any suspected data breach. If you suspect any misuse or loss or unauthorised access to your Personal Data, please let us know immediately.

11. International Transfers

Your Personal Data may be processed outside of the UK or the European Economic Area ("EEA"). This is because we have international offices based outside the UK or the EEA, or we may engage suppliers who process personal data outside of the UK or the EEA.

We have taken appropriate steps to ensure that the Personal Data processed outside the UK has an essentially equivalent level of protection to that guaranteed in the UK. We do this by ensuring that:

- a. Your Personal Data is only processed in a country which the Secretary of State has confirmed has an adequate level of protection (an adequacy regulation), or
- b. We enter into an International Data Transfer Agreement ("IOTA") with the receiving organisation and adopt supplementary measures, where necessary. (A copy of the IOTA can be found here [international-data-transfer-agreement.pdf \(ico.org.uk\)](#)).
- c. We enter into Standard Contractual Clauses ("SCCs") with the receiving organisations and adopt supplementary measures, where necessary. (A copy of the SCCs can be found here [Standard Contractual Clauses \(SCCs\)](#)).

12. Your Rights and How To Complain

You have certain rights in relation to the processing of your Personal Data, including to:

a. Right to be informed

You have the right to know what personal data we collect about you, how we use it, for what purpose and in accordance with which lawful basis, who we share it with and how long we keep it. We use our privacy notice to explain this.

b. Right of access (commonly known as a "Subject Access Request")

You have the right to receive a copy of the Personal Data we hold about you.

c. Right to rectification

You have the right to have any incomplete or inaccurate information we hold about you corrected.

d. Right to erasure (commonly known as the right to be forgotten)

You have the right to ask us to delete your Personal Data.

e. Right to object to processing

You have the right to object to us processing your Personal Data. If you object to us using your Personal Data for marketing purposes, we will stop sending you marketing material.

f. Right to restrict processing

You have the right to restrict our use of your Personal Data.

g. Right to portability

You have the right to ask us to transfer your Personal Data to another party.

h. Automated decision-making.

You have the right not to be subject to a decision based solely on automated processing which will significantly affect you. We do not use automated decision-making.

i. Right to withdraw consent

If you have provided your consent for us to process your Personal Data for a specific purpose, you have the right to withdraw your consent at any time. If you do withdraw your consent, we will no longer process your information for the purpose(s) you originally agreed to, unless we are permitted by law to do so.

j. Right to lodge a complaint

You have the right to lodge a complaint with the relevant supervisory authority if you are concerned about the way in which we are handling your Personal Data. The supervisory authority in the UK is the Information Commissioner's Office who can be contacted online.

Or by telephone on 0303 123 1113

For supervisory authorities in other countries within the EU see the link below:
https://edpb.europa.eu/about-edpb/about-edpb/members_en

13. How to Exercise Your Rights

You will not usually need to pay a fee to exercise any of the above rights. However, we may charge a reasonable fee if your request is clearly unfounded or excessive. Alternatively, we may refuse to comply with the request in such circumstances.

If you wish to exercise your rights, you may contact us using the details set out below within the section called 'How to contact us and our Data Protection Officer'. We may need to request specific information from you to confirm your identity before we can process your request. Once in receipt of this, we will process your request without undue delay and within one month. In some cases, such as with complex requests, it may take us longer than this and, if so, we will keep you updated.

14. How To Contact Us And Our Data Protection Officer

If you wish to contact us in relation to this privacy notice or if you wish to exercise any of your rights outlined above, please contact us as follows:

OUTSORC LTD, 9 Commerce Road, Lynchwood, Peterborough, Cambridgeshire, PE2 6LR, ENGLAND

You can contact us at: privacy@outsorc.co.uk

We have also appointed a Data protection Officer ("DPO"). Our DPO is Evalian Limited and can be contacted as follows:

Evalian Limited

West Lodge, Leylands business park, Colden Common, Winchester 50211TH

Please mark your communications FAO the 'Data Protection Officer'.

15. Our EU Representative

We are based outside the European Union (EU) and under the EU General Data Protection Regulation (EU GDPR), we are required to appoint an EU representative. The purpose of an EU representative is to make it easy for people in the EU to contact us should they wish to exercise their rights or make a complaint or enquiry in relation to how we are processing their Personal Data. It is also a contact point for the supervisory authorities located in the EU.

Our EU representative is DataRep who can be contacted as follows:

- By contacting us on our online webform at <https://www.datarep.com/data-request/>
- By sending an email to outsorc@datarep.com

PLEASE NOTE: when using the postal addresses below, it is ESSENTIAL that you mark your letters for 'DataRep' (EU Subjects) or your inquiry may not reach DataRep.

DataRep Postal Address List:

Country	Address
Austria	DataRep, City Tower, Briickenkopfgasse 1/6. Stock, Graz, 8020, Austria
Belgium	DataRep, Place de L'Universite 16, Louvain-La-Neuve, Waals Brabant, 1348, Belgium
Bulgaria	DataRep, 132 Mimi Balkanska Str., Sofia, 1540, Bulgaria
Croatia	DataRep, Ground & 9th Floor, Hoto Tower, Savska cesta 32, Zagreb, 10000, Croatia
Cyprus	DataRep, Victory House, 205 Archbishop Makarios Avenue, Limassol, 3030, Cyprus
Czech Republic	DataRep, IQ Ostrava Ground floor, 28. rijna 3346/91, Ostrava-mesto, Moravska, Ostrava, Czech Republic
Denmark	DataRep, Lautruph(I)j 1-3, Ballerup, 2750, Denmark
Estonia	DataRep, 2 nd Floor, Tornimae 5, Tallinn, 10145, Estonia
Finland	DataRep, Luna House, 5.krs, Mannerheimintie 12 B, Helsinki, 00100, Finland
France	DataRep, 72 rue de Lessard, Rauen, 76100, France
Germany	DataRep, 3rd and 4th floor, Altmarkt 10 B/D, Dresden, 01067, Germany
Greece	DataRep, 24 Lagoumitzi str, Athens, 17671, Greece
Hungary	DataRep, President Centre, Kalman Imre utca 1, Budapest, 1054, Hungary
Iceland	DataRep, Kalkofnsvegur 2, 101 Reykjavik, Iceland
Ireland	DataRep, The Cube, Monahan Road, Cork, T12 HIXY, Republic of Ireland
Italy	DataRep, Viale Giorgio Ribotta 11, Piano 1, Rome, Lazio, 00144, Italy
Latvia	DataRep, 4th & 5th floors, 14 Terbatas Street, Riga, LV-1011, Latvia

Liechtenstein	DataRep, City Tower, Bruckenkopfgasse 1/6. Stock, Graz, 8020, Austria
Lithuania	DataRep, 44A Gedimino Avenue, 01110 Vilnius, Lithuania
Luxembourg	DataRep, BPM 335368, Banzelt 4 A, 6921, Roodt-sur-Syre, Luxembourg
Malta	DataRep, Tower Business Centre, 2nd floor, Tower Street, Swatar, BKR4013, Malta
Netherlands	DataRep, Cuserstraat 93, Floor 2 and 3, Amsterdam, 1081CN, Netherlands
Norway	DataRep, C.J. Hambros Plass 2c, Oslo, 0164, Norway
Poland	DataRep, Budynek Fronton ul Kamienna 21, Krakow, 31-403, Poland
Portugal	DataRep, Torre de Monsanto, Rua Afonso Pra a 30, 7th floor, Alges, Lisbon, 1495-061, Portugal
Romania	DataRep, 15 Piata Charles de Gaulle, nr. 1-T, Bucure ti, Sectorul 1, 011857, Romania
Slovakia	DataRep, Apollo Business Centre II, Block E / 9th floor, 4D Prievozska, Bratislava, 82109, Slovakia
Slovenia	DataRep, Trg. Republike 3, Floor 3, Ljubljana, 1000, Slovenia
Spain	DataRep, Calle de Manzanares 4, Madrid, 28005, Spain
Sweden	DataRep, S:t Johannesgatan 2, 4th floor, Malmo, SE - 21146, Sweden

16. Changes to this Privacy Notice and Cookies Policy

We may update this notice (and any supplemental privacy notice), from time to time as shown below. We will notify of the changes where required by applicable law to do so.

Last modified 11/04/2023.

You can find previous versions of this notice [here](#)

You can view our terms & conditions of use [here](#)