

Joinerysoft Privacy Notice

Joinerysoft is committed to protecting the privacy of all personal information obtained from our customers. Our aim is to safeguard our customers and software users whilst providing a personalised service.

This document tells you what data Joinerysoft collects and processes in order to carry out our business. It explains what we use your data for and how to contact us if you have any concerns or would like to request we remove your personal data from our systems.

What information do we collect from our customers?

When you contact us with an enquiry or enter into a contract with us you give us permission to collect information about your business and how to contact you. This includes name, business address, telephone number and activities relating to your business. We also collect financial information once a contract has been entered into and information relating to our technical support activities, including how to contact users of the software.

Our software provides us with usage data which includes which version of the software you are using and also how many jobs have been processed through the software. This usage data provides Joinerysoft with important indicators of how our software is used and helps us to improve our communication and make our software easier to use.

How your information will be used by Joinerysoft?

We use your data to enable us to fulfil our services to you and for us to perform the contract or contracts that we have with you. We use your contact details to provide technical support services, deliver products or supplies to you, email financial statements and invoices. We use your details to contact you to notify you of software updates and important changes to the use of the software. Where relevant to you, we also use your details to email you special offers or additional products or services such as training, that may be of interest to you. Our software utilises your company billing history to provide access to paid for services. Where relevant we may hold personal information in our CRM about a particular person from your business such as holidays or other absence. This information is only used to ensure we are able to give a higher level of customer service. Our CRM is password protected with user restricted access to only allow relevant users to access sensitive information, for example only accounts personnel can view billing details and only senior management can view customer usage data.

What information does JMS or JMS Pro collect about your business?

Our software stores data about **your** customers, including their names, addresses, and contact details. Joinerysoft does not process this data, our software simply stores it for your purposes to enable you to provide estimates and quotes and contact your customers about jobs. Your data stored in the software is password protected and provides different levels of user to further protect specific types of data. You

are responsible for ensuring the safety of user passwords for the software and ensuring that your employees comply with data protection guidelines for the security of data.

Where utilised there is provision within some versions of our software to record employee details, including individual salaries, in order to calculate accurate labour costs. This information is password protected within a level of the user management, with access being controlled by the administrator of your software, within your business. It is your choice whether to utilise this software feature or simply enter a total for all salaries.

Where utilised by customers, Joinerysoft records some personal data about your employees and training qualifications within the online Factory Production Control System (FPCS). This is held on a secure server and access restricted with unique passwords for each customer to their FPCS. We do not process this data, and simply store it for your records to enable you to comply with CE Marking regulations.

Where relevant we may take a copy of your software database in order to detect and rectify technical faults or provide additional services such as remote setup for additional products purchased. Security of your data is our top priority and only relevant Joinerysoft staff have access to your software. Once the technical fault or software upgrade has been completed we return your software database to you.

Our Joinerysoft employees only access your software when required to fulfil our contractual obligations. Access to your software is password protected and restricted to relevant Joinerysoft employees only. We do not store or use your data for any other purpose.

Who do we share information with?

We do not share your details with any other organisation.

Your choices and rights

Most data we hold about your business does not come under the requirements of GDPR for personal data, however we take security of all data seriously. If you have any questions or concerns please contact us at the address below. Where we do store personal data about you, you have the right to request removal of this data from our systems. You can contact us at the address below to request removal of your personal data. This may affect our ability to provide services to you and carry out our contractual obligations.

We will periodically update this privacy policy and provide you with a copy when we do so. This privacy policy comes into effect on 25th May 2018. You can always find an up to date copy of our privacy policy on our website.

Joinerysoft Ltd

21a Stuart House, Cromwell Business Park, Chipping Norton, Oxfordshire, OX7 5SR
Tel: 01608 643302 support@joinersoft.com www.joinersoft.com