

PRIVACY POLICY

SEPTEMBER 2026

Jaguar Telecom Ltd understands that your privacy is important to you and that you care about how your personal data is used. We respect and value the privacy of all of our customers and will only collect and use personal data in ways that are described here, and in a way that is consistent with our obligations and your rights under the law.

1. Information About Us

Jaguar Telecom Ltd
Limited Company registered in England under company number 6290704.

Registered address: 65 Knowl Piece, Wilbury Way, Hitchin, SG4 0TY.

Main trading address: Suite 148, 548-550 Elder House, Elder Gate, Milton Keynes, MK9 1LR

VAT number: 919 5534 96

Data Protection Lead:	Nigel Tompkins
Email address:	nigel@jaguartelem.com.co.uk
Telephone number:	020 3829 6000
Postal Address:	Suite 148, 548-550 Elder House, Elder Gate, Milton Keynes, MK9 1LR

We are regulated by Ofcom

2. What Does This Policy Cover?

This Privacy Policy explains how we use your personal data: how it is collected, how it is held, and how it is processed. It also explains your rights under the law relating to your personal data.

3. What is Personal Data?

Personal data is defined by the General Data Protection Regulation (EU Regulation 2016/679) (the "UK GDPR") as 'any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier'.

Personal data is, in simpler terms, any information about you that enables you to be identified. Personal data covers obvious information such as your name and contact details, but it also covers less obvious information such as identification numbers, electronic location data, and other online identifiers.

The personal data that we use is set out in Part 5, below.

4. **What Are My Rights?**

Under the UK GDPR, you have the following rights, which we will always work to uphold:

- a) The right to be informed about our collection and use of your personal data. This Privacy Policy should tell you everything you need to know, but you can always contact us to find out more or to ask any questions using the details in Part 11.
- b) The right to access the personal data we hold about you. Part 10 will tell you how to do this.
- c) The right to have your personal data rectified if any of your personal data held by us is inaccurate or incomplete. Please contact us using the details in Part 11 to find out more.
- d) The right to be forgotten, i.e. the right to ask us to delete or otherwise dispose of any of your personal data that we have. Please contact us using the details in Part 11 to find out more.
- e) The right to restrict (i.e. prevent) the processing of your personal data.
- f) The right to object to us using your personal data for a particular purpose or purposes.
- g) The right to data portability. This means that, if you have provided personal data to us directly, we are using it with your consent or for the performance of a contract, and that data is processed using automated means, you can ask us for a copy of that personal data to re-use with another service or business in many cases.
- h) Rights relating to automated decision-making and profiling. We do not use your personal data in this way.

For more information about our use of your personal data or exercising your rights as outlined above, please contact us using the details provided in Part 11.

Further information about your rights can also be obtained from the Information Commissioner's Office or your local Citizens Advice Bureau.

If you are unhappy with the way we have handled your personal data, please contact us first so that we can try to resolve your concern. You also have the right to complain to the Information Commissioner's Office (ICO), the UK's data protection regulator. Further information is available at www.ico.org.uk.

5. **What Personal Data Do You Collect?**

The types of personal data we may collect and use depend on your relationship with us and may include:

- Name and contact details;
- Business and job information;
- Business and, where necessary, residential address;
- Telephone number(s) and email address(es);

- Information relating to quotations, orders, contracts and services;
- Records of communications with us, including emails, telephone calls and support requests;
- Call records and, where applicable, call recordings;
- Billing, payment and account information;
- Information required to provide, maintain and support telecommunications services;
- Other information you provide to us in connection with our services

6. How Do You Use My Personal Data?

PURPOSE	LAWFUL BASIS
Providing telecommunications and related services	Contract
Managing customer accounts, billing and payments	Contract / Legal Obligation where applicable
Responding to enquiries and quotations	Legitimate Interests / Contract where applicable
Customer support and fault resolution	Contract / Legitimate Interests
Managing supplier relationships	Legitimate Interests / Contract
Maintaining business and accounting records	Legal Obligation / Legitimate Interests
Preventing fraud, misuse and protecting systems	Legitimate Interests / Legal Obligation where applicable

7. How Long Will You Keep My Personal Data?

We retain personal data only for as long as necessary for the purposes for which it was collected, taking into account our legal, regulatory, contractual and legitimate business requirements.

8. How and Where Do You Store or Transfer My Personal Data?

We use a number of third-party service providers to operate our business and provide telecommunications and related services. Some of these providers may process personal data outside the UK.

Where we make a restricted transfer of personal data outside the UK, we will ensure that the transfer is made in accordance with the UK GDPR and applicable UK data protection law.

Depending on the circumstances, we may rely on UK adequacy regulations, including the UK Extension to the EU-US Data Privacy Framework where the relevant US organisation is covered by the framework. Where an adequacy regulation does not apply, we will use an appropriate safeguard or other lawful mechanism permitted under the UK GDPR.

We will take appropriate steps to ensure that personal data transferred internationally receives an appropriate level of protection. Further information about the safeguards used for particular transfers is available on request.

9. **Do You Share My Personal Data?**

We may share personal data with:

- Telecommunications network and service providers, where necessary to provide and support services;
- Hosted telephony and communications providers;
- Billing, payment and accounting providers;
- CRM, customer support and business software providers;
- Professional advisers and insurers where necessary;
- Regulators, law enforcement agencies and other public authorities where legally required, and;
- Other suppliers where necessary to provide or support the services you have requested

If any of your personal data is required by a third party, as described above, we will take steps to ensure that your personal data is handled safely, securely, and in accordance with your rights, our obligations, and the third party's obligations under the law, as described above in Part 8.

If any personal data is transferred outside of the EEA, we will take suitable steps in order to ensure that your personal data is treated just as safely and securely as it would be within the UK and under the UK GDPR, as explained above in Part 8.

10. **How Can I Access My Personal Data?**

If you want to know what personal data we have about you, you can ask us for details of that personal data and for a copy of it (where any such personal data is held). This is known as a "subject access request".

All subject access requests should be made in writing and sent to the email or postal addresses shown in Part 11. To make this as easy as possible for you, a Subject Access Request Form is available for you to use. You do not have to use this form, but it is the easiest way to tell us everything we need to know to respond to your request as quickly as possible.

There is not normally any charge for a subject access request. If your request is 'manifestly unfounded or excessive' (for example, if you make repetitive requests) a fee may be charged to cover our administrative costs in responding.

We will normally respond within one month. Where permitted by law, this period may be extended by up to a further two months if the request is complex or we have received a number of requests. We will let you know if an extension is required.

Normally, we aim to provide a complete response, including a copy of your personal data within that time. You will be kept fully informed of our progress.

11. **How Do I Contact You?**

To contact us about anything to do with your personal data and data protection, including to make a subject access request, please use the following details (for the attention of Nigel Tompkins):

Email address: nigel@jaguartelem.com.co.uk
Telephone number: 020 3829 6000
Postal Address: Suite 148, 548-550 Elder House, Elder Gate,
Milton Keynes, MK9 1LR

12. **Changes to this Privacy Policy**

We may change this Privacy Policy from time to time. This may be necessary, for example, if the law changes, or if we change our business in a way that affects personal data protection.

Any changes will be made available via our website – www.jaguartelem.com.co.uk.