

## Oakford Privacy Notice – Hosted Email

At Oakford, we are committed to delivering an exceptional service to our customers. This commitment extends to ensuring data remains secure and private. The first step in enabling you to make the choice about using one of our products or services is to understand what data we collect, why we collect it, and what we do with it. This Notice includes information about our privacy practices that are specific to Oakford's Hosted Email product. Please take the time to read this Notice and the Oakford Standard Privacy Notice, which both apply to the Hosted Email product.

### Who is responsible for the data?

Before we explain the type of data we collected, why we collect it, and what we do with it, it is important you understand the two main data roles that exist and their responsibilities:

- **The Data Controller** determines the purposes and means of processing of personal data.
- **The Data Processor** processes personal data on behalf of a data controller.

Although these two roles sound like characters from the 1982 Sci-fi film, Tron they are in fact, well documented terms in data protection legislation, including but not limited to UK and EU Data Protection Laws.

This Privacy Notice covers the Oakford Hosted Email Platform and third party email platforms that Oakford resells e.g. Office365. For these services Oakford are acting as a data processor; any Personally Identifiable Information (PII) we collect is used exclusively for delivering the core service.

**Any data you uploaded or receive on these email platforms remains under your control - you are the data controller.**

### Information we collect

Any hosted email service will require you to share some information with the supplier. Oakford provides an in house hosted email platform as well as reselling third party solutions such as Microsoft Office365. In order for us to provision your account on the hosted email platform and provide the core service, we need the following information, some of which is PII:

- **Personal and contact details of users**, such as title, full name, email address;
- **Billing department contact details**, such as full name, address, telephone number, email address, postal address;
- **User identity and authentication information**, such as usernames, hashed passwords, IP Addresses, MAC addresses;

Once your account has been setup the type of information you store and share is entirely within your control and determined by what you are uploading a receiving into your email mailbox.

### How we use your information?

Without your information, we would not be able to provide you with the Hosted Email service.

For the Oakford hosted email platform, information collected is stored and used in the UK exclusively for the following purposes:

- Provisioning your account on the Hosted email platform;
- Providing the core hosted email service;
- Billing;
- Support challenge resolution;
- Contacting you regarding your service e.g. changes to the platform, technical support, service outages.

If you are subscribed to a third party service like Office365 purchased through Oakford then please refer to the manufacturer's data privacy and protection policies for more information.

Data uploaded or received into the hosted email platform is strictly under your control. Oakford will not view the specific data stored on our platform, unless related to support or maintenance activities. We are simply processing it to provide you with this service.

On our hosted email platform, we do track various parameters of usage to help:

- Monitor and analyse trends and usage e.g. when you are exceeding your mailbox quota;
- Enhance the safety and security of our products and services;
- Verify your identity and help protect against fraud or other unauthorised or illegal activity;
- Enforce our terms, conditions and other usage policies.

### How we share information

We share information about you in the following ways:

- **Government, regulatory bodies and law enforcement,** We may disclose your information to third parties if we determine that such disclosure is reasonably necessary to:
  - Comply with the law;
  - Protect any person from death or serious bodily injury;
  - Prevent fraud or abuse of Oakford systems or our users;
  - Protect Oakford's rights.
  - In the event of a government or legal request to provide our customer's data Oakford will be vigilant, ensuring there is clear and justified reason before handing over data. We aim to be transparent, protect our customer data and provide a trusted service.
- **Oakford employees,** In order for us to provide, improve, support and protect our services, Oakford staff members may share certain information. This is undertaken in compliance with this privacy notice and the Oakford Standard Privacy Notice and can include Information about you such as:
  - your name and contact details
  - All information about any query raised
  - Other information you have consented for us to share.
- **Hosting provider,** As mentioned Oakford have their own hosted email platform that we manage and maintain. We also resell other email solutions such as Office365. You should refer to the manufacturer's data privacy and protection policies for more information. Regardless of who is hosting the email platform, sometimes even our Oakford engineers need help in resolving those tricky technical support challenges. As such, we will need to share some information with the software manufacturer. The type of information shared matches what we listed in the 'With Oakford employees' section.

**It is important to say, we are not accessing or sharing data uploaded or received into your mailbox.**

### How does Oakford protect your information privacy?

At Oakford, we are committed to following industry best practices when it comes to the security of your information. So much so, we have a dedicated team of individuals and robots committed to keeping your information secure and private.

We are meticulous with our security controls and as an ISO27001:2013 certified organisation we continuously review the security of our hosted email platform to ensure only authorised and authenticated individuals access your information.

Oakford complies with all relevant laws and regulations in regards to protecting customer data, including but not limited to UK and EU Data Protection Laws.

### How long does Oakford keep your data?

We retain information stored on our platform for as long as needed to provide you with your subscribed services. If you cancel a service, then we aim to delete all this information. However, please note:

- There might be some latency in deleting this information from our servers and backup storage;
- We may retain this information if necessary to comply with our legal obligations.

### Where does Oakford keep your data?

Information that we collect to provision and support Hosted Email is kept in the United Kingdom only.

If you are using a resold hosted email solution then please check with the software manufacturer / hosting provider e.g. Microsoft Office365.

### Control over your information

We want you to be in control of your information. If you would like more information on the data we hold or to request removal of data contact [privacy@oakfordis.com](mailto:privacy@oakfordis.com).

### Changes to this privacy notice

We will update this Privacy Notice from time to time. The latest copy will always be available on our websites.

### More questions

Not a problem, start by taking a look at our privacy webpages. If you still have questions then please email either [privacy@oakforduk.com](mailto:privacy@oakforduk.com) or [privacy@oakfordis.com](mailto:privacy@oakfordis.com) and one of our Data Protection Officers will respond accordingly.