



Privacy Policy

Sycous Limited ("Sycous", "us", "we" or "our") is committed to respecting your privacy and to complying with applicable data protection and privacy laws.

You may choose to visit our websites (www.sycous.com, www.mabdeck.com, www.mysycous.com) without choosing to disclose any personally identifiable information about yourself. During the course of your visit we may collect other non-personally identifiable information and may use cookies relating to your browsing history.

If you do submit personal information through our web forms or by contacting us, for example, Sycous will only use your personal information for the purpose for which you originally intended. For example, if you submit your CV through our Careers page, we will only use your personal information for the purpose of the recruitment activity you have requested.

Our Privacy Policy Statement provides an overview of how we collect, use and protect your information when you visit our website and use our products or services.

The Personal Information We Collect

We always endeavor to collect and use your personal information only with your knowledge and consent. This typically includes where you submit your details to enquire about our products and services, request technical support, submit you CV and other information as part of a job application and when you use our services.

The type of personal information we collect for these purposes may include your name, telephone number, email address, postal or other addresses and bank information. It shall be used within our legitimate interests to discuss you're your enquiry, whether it be an enquiry, technical support or a job application.

If you choose to provide us with personal information it will be used in support of the intended purposes and subject to any preferences indicated by you.

We also allow our Clients to collect your personal information for the explicit purposes of utilising our services, such as the Mabdeck or mySycous metering and billing portal. This personal data is used only for the purposes of managing your metering and billing accounts with our Clients. This





personal data is not used by Sycous for any other purpose. The information that may be collected as part of this would include your name, postal and other addresses, email address, telephone number, bank account details and meter details.

Non-personal Identifying Information

We may collect non-personally identifying information about your visit to our websites based on your browsing activities, including through the use of 'cookies'. This non-personal identifying information may include the pages you browse and products and services viewed, for example. This information will help us understand the preferences of visitors to our website to enhance our future development and products.

How will we use your information?

We may use your information for a number of purposes which includes providing you with technical or product support, processing and delivering orders we receive from you, administering your account and other account queries.

If we deliver any goods or services prior to receiving payment, we reserve the right to obtain a credit report based on statistical analysis by credit reporting agencies so as to protect our rightful interests.

Sycous current use the following credit agency to complete credit checks:

Experian Ltd; The Sir John Peace Building, Experian Way, NG2 Business Park, Nottingham, NG80 1Z; www.experian.co.uk.

For the purpose of this credit check, we will transmit the personal data required and use the information obtained about the statistical probability of payment default. You have the option to select a payment method, such as pro-forma, which does not require this credit check.

Credit checks are monitored throughout the period an account remains active.

In providing services that our Clients can use to collect and store your personal data this data is only used for the purposes of providing a metering and billing management system, including the generation of estimates and other account based administration and billing, including asking





questions for the purpose of verifying your identity. This data will also be used by the Client for the purposes set out in their agreement with you.

If you have consented to receive details of products and services, blog posts or other information you rescind your consent at any time by contacting us or using the unsubscribe link.

To contact us directly to update your marketing preferences please email us at dataprotection@sycous.com and quote the method of contact and means of contact, such as your email address and inform us of whether you wish to withdraw your consent from one or all contact methods.

When will we disclose your information to others?

We may only disclose information about you and contact details that have specifically been given to Sycous and not to our Client for another purpose to (i) companies within Sycous for the purposes and subject always to the terms of this Privacy Policy Statement; (ii) in the event that we undergo re-organisation or are sold to a third party, in which case you agree that any personal information we hold about you may be transferred to that re-organised entity or third party for the purposes and subject to the terms of this Privacy Policy Statement

Sycous does not sell or pass your information to third parties except in the case detailed above, except where you have provided express permission or is strictly necessary to provide products and services you have requested.

For example, we may disclosure limited personal information for the purpose of providing a product or service, such as a bank to collect monies by debit or credit card or for providing functionality within our systems or services.

Sycous does not disclosure the data of our Clients under any circumstances except to meet any legal or regulatory requirement (for example, compliance with court orders) or obligations in accordance with the applicable law.

Sycous may also be obliged to disclose your personal information to meet any legal or regulatory requirements in accordance with applicable law.

Social media, blogs, reviews





Any social media posts or comments you send to us will be shared under the terms of the relevant social media platform (e.g. Facebook / Twitter / LinkedIn) on which they are written and could be made public.

Sycous do not control these platforms and are not responsible for this kind of sharing. We recommend you should review the terms and conditions and privacy policies of the social media platforms you use.

Sycous may also use any item shared as being public across other platforms.

How long do we keep your information for?

Sycous only hold your information so long as we actually need it for the purpose you originally intended. This will generally be the length of time you have an account with Sycous or use our products and services or the length of time required to meet our legal data protection and privacy obligations.

In terms of potential sales information, we will keep information for no longer than 5 years, unless we receive information that the data is inaccurate or consent is withdrawn at any time following which we will immediately remote the data.

Where we provide a service and our Clients control the data we shall only keep information in line with their agreement with you and for the length of time required to meet our legal and other obligations.

Access to your Information

You can write to us at any time to obtain details of the personal information we may hold about you. Please write to: dataprotection@sycous.com or Data Protection Manager, Sycous Limited, New York House, 1 Harper Street, Leeds, LS2 7EA.

Please quote your name and address together with the relevant personal data, such as your account details (if relevant) along with the information you require.





We will take all reasonable steps to confirm your identity before providing you with details of any personal information we may hold about you.

Information Security

Sycous recognises that people are increasingly concerned about how companies protect personal information from misuse and abuse and about privacy in general. Sycous is constantly reviewing and enhancing its technical, physical and managerial procedures and rules to protect your personal data from unauthorised access, accidental loss and/or destruction. We use industry standard TLS certificates to provide encryption of data in transit, for example, all access to Sycous's websites and management portals is covered by HTTPS.

Please be aware that communications over the Internet, such as emails, are not secure unless they have been encrypted. Your communications may route through a number of countries before being delivered. Sycous cannot accept responsibility for any unauthorised access or loss of personal information that is beyond our control and recommend that you do not transmit any personal information in this manner.

Privacy Support

Sycous reserves the right to amend or modify this Privacy Policy Statement at any time and in response to changes in applicable data protection and privacy legislation.

If we decide to change our Privacy Policy, we will post the changes on our website so you know what information we collect and how we use it.

If you have any enquiry or concern relating to this policy or our other data policies, please write to: Data Protection Manager, Sycous Limited, New York House, 1 Harper Street, Leeds, LS2 7EA, or email dataprotection@sycous.com.

You can also contact the Information Commissioner if you have concerns about our data protection and privacy policy or practices. Their details are:

Information Commissioner's Office

Wycliffe House





Water Lane
Wilmslow
Cheshire
SK9 5AF
Phone: 0303 123 1113

Monitoring and or recording of all your Communications

Monitoring or recording of your calls, emails, text messages and other communications may take place in accordance with UK law, and in particular for business purposes, such as for quality control and training, to prevent unauthorised use of Sycous's services, products and websites as well as to ensure effective systems operation and in order to prevent or detect crime.

Review and agreement

This policy is agreed by the board of Sycous who agree to review this policy and arrangements on an annual and more frequent basis, as necessary, to maintain our commitments.

Signed

Matthew Hall (Responsible Director)

Date

20th July 2023

