



MWM Privacy Policy 2018

Customers' confidentiality is protected by the Data Protection Act and, from 25th May 2018, the [General Data Protection Regulation \(GDPR\) \(Regulation \(EU\) 2016/679\)](#) and the Privacy and Electronic Communications Regulations 2016 (PECR). Personal information supplied by customers to MWM will be kept on file and stored securely. These data will be deleted once they are no longer relevant. Paper copies of Connection Request Forms, Invoices for work done, Past Lists of Customers will be kept securely, and as necessary, for historical purposes.

Personal Data

These data include title, name, address, post-code, telephone number, e-mail address. This information is required to provide MWM services and is stored securely on MWM servers.

Customers data will be used only for the provision of a broadband connection and its processes. MWM will not share this data with any other parties other than contractual email address for payment purposes (to Go Cardless).

Accessibility

Customers have the right to access a copy of the information MWM holds about them (a subject access request) obtainable, subject to proof of identity, from MWM secretary c/o the registered office.

Customers have a right to object to the ICO (Information Commissioners Office) if they feel that MWM is not handling their data in a satisfactory manner.

Communication

MWM will generally communicate by email, but as appropriate might use post as well as telephone and messaging.

MWM might use a customer's personal data to send to them:

1. **Annual General Meeting** (and Special GM) information, information pertinent to their dedicated connection, notice of forecast downtimes, work on the network as appropriate and other sundry matters connected with the business.
2. **Subscriptions via Direct Debit**– MWM uses Go-Cardless to process direct debit payments. MWM supplies to Go-Cardless only a customer's email for Go-Cardless to use when setting up the direct debit directly with the customer.

Note: With the exception of notices for General Meetings (AGM, SGM) customers can opt out of any/all of communications at any time by contacting the MWM secretary.

Website

MWM does not hold or store any financial data on the web-site.

Data transmission over the internet is inherently insecure, and MWM cannot guarantee the security of data. Where the MWM website contains links to other websites. MWM is not responsible for the privacy policies or practices of them. When customers visit the MWM website, certain information is collected that does not identify them personally but provides MWM with "usage data" such as the number of visitors or what pages are visited most often. These data help to analyse and improve the usefulness of the information provided on the website.