

 WHAT IS THIS NOTICE?

Welcome to our privacy notice. We're OneXRM Ltd, a private limited liability company with registration number 12518824. We're a company that respects your privacy and is committed to protecting your personal information. This privacy notice sets out how we look after your personal data when you visit our website and tells you about your privacy rights and how the law protects you.

We collect, process, use, and are responsible for certain personal information about you. When we do so, we are regulated under the General Data Protection Regulation (EU) 2016/679 (the **GDPR**), which applies across the European Union, the EEA, and in the UK, and the Data Protection Act 2018 (the **DPA**).

For the purpose of the DPA, we are the data controller, which means we're responsible for your personal data. We are registered with the Information Commissioner's Office (registration number ZA851940) (the **ICO**), the UK supervisory authority for data protection issues. You have the right to make a complaint at any time to the ICO.

 WHAT INFORMATION DO WE COLLECT?

Below is a list of types of personal information that we may collect and use:

Type of personal information	Description
Contact	Your name, addresses, email addresses, phone numbers, and other ways in which to contact you
Financial	Bank and/or credit card information provided by you in connection with the services we provide to you
Contractual	Details about the services we provide to you (and about the services you provide to others - i.e. your data may be processed for the purpose of generating and creating contracts with other users of the oneXRM Platform)
Location	Data we obtain about your location. This may come from your mobile phone or the place where you connect a computer to the internet, or you may share with us

Technical	Details on the devices and technology you use
Communications	What we learn about you from communications between us
Public and third-party records	Details about you that are in public records, such as the Electoral Register and Companies House. We also collect information about you which we receive from other companies such as (without limitation) identity verification and fraud protection agencies for anti-money laundering and fraud prevention purposes
Usage data	Data about how you use our services
Documentary data	Details about you that are stored in documents in different formats (or copies of them). This could include things like (without limitation) your passport and driving licence
Consents	Any permissions, consents, or preferences that you give us

We will employ adequate organisational and security measures to protect your personal information. We will use reasonable efforts to ensure that your personal data is accurate, complete and up-to-date. Please ensure you notify us without undue delay of any changes to the personal data that you have provided to us by contacting us at the details provided in this privacy notice.

HOW DO WE USE YOUR INFORMATION?

We will only use your personal data when the law allows us to do this.

Most commonly, we will use your personal data to:

- let you know when we make changes to our services;
- manage our website and customise it according to your interests;
- handle internal matters, such as record keeping, troubleshooting, data analysis, testing, and research;
- let you take part in interactive features on our website and/or platform (i.e. generating and creating contracts with other users of the oneXRM Platform);
- provide quotations;
- identify and prevent crime (i.e. identifying, investigating, reporting, and preventing fraud, money laundering, and other crime)
- market to you through third parties; and
- help keep our website safe and secure.

We will ask for your consent before using information for a purpose other than one listed above.



HOW DO WE SHARE YOUR INFORMATION?

The types of third parties we share your personal data with include:

- Operational software providers
- CRM providers
- Financial and payment processing providers
- Our website host
- Analytics and search engine providers
- Other organisations, if required to do so for legal or regulatory reasons

We don't share your data with anyone else without telling you and we definitely don't sell any data either.



WHERE DO WE SHARE YOUR INFORMATION?

If we ever need to share your information with anyone else, we'll make sure they have similar rules in place to store your data securely and that they comply with the EU Commission's Standard Contractual Clauses when it comes to data protection.



HOW LONG DO WE KEEP YOUR DATA?

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.



COOKIES AND OTHER TRACKING TECHNOLOGIES

We may use cookies to distinguish you from other users of our services. For further details, please see our Cookie Policy.



WHAT ARE YOUR RIGHTS?

You have certain rights that you can freely exercise. This means that you can ask us to do any of the following things:

- Ask us for a copy of your data
- Ask us questions about your data
- Ask us to correct your data
- Ask us to delete your data
- Ask us to stop processing your data
- Ask us to transfer your data to another company
- Withdraw your consent to the use of your data

For further information on each of those rights, including the circumstances in which they apply, please see [the ICO's guidance on individual rights under the GDPR](#).



EXERCISING YOUR RIGHTS

If you wish to exercise any of your rights set out above, please email us at security@oneXRM.ai. We try to respond to all legitimate requests within one month. Occasionally it may take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.



THIRD-PARTY LINKS

Our website may contain links to websites or access to plug-ins and applications. We do not control any third-party websites. This privacy notice is not applicable to other websites. Please read the terms and conditions and privacy policies of third-party websites to find out how they collect and use your personal data.



HOW TO CONTACT US AND HOW TO COMPLAIN

We hope that we can resolve any query or concern you raise about our use of your information. You can email us at security@oneXRM.ai or write to us at OneXRM Ltd, Spark House, Ropewalk, Lincoln, Lincolnshire, LN6 7DQ.

You also have the right to complain to the regulator. The supervisory authority in the UK is the ICO. You can find out how to make a complaint on [their website](#).

CHANGES TO THIS NOTICE

This privacy notice may change from time to time. We will not explicitly inform clients or website users of these changes. Instead, we recommend that you check this page occasionally for any changes. By continuing to use this website, you are agreeing to the changes that have been made, and to any future changes.

This privacy notice was last updated on 02 January 2025.