

Quantavia Limited

Privacy Policy

Introduction – the key information you should be aware of

Who we are: We are [Quantavia Limited](#). If you need it, our company number is 12147573 and our registered office is Launchpad, Penryn Campus, Penryn, England, TR10 9FE. Quantavia Limited is the controller of your personal information, and is responsible for your personal information. All references in this policy to "Quantavia", "our", "us" or "we" refer to Quantavia Limited. All references in this policy to "our website", refer to the website owned by Quantavia Limited at www.helicrewmanager.com

Our Values and what this policy is for: We are committed to protecting and respecting your personal information and privacy. This privacy policy relates to how we use and collect personal information from you through your use of:

- (a) the services we provide to you;
- (b) FCM Hub and HCM Live! (our "mobile applications"); and
- (c) our website.

Who this policy applies to: This policy applies to:

- (a) Customers and employees of customers;
- (d) Users of our mobile applications; and
- (e) Visitors to our website.

Although we are a controller of user Profile Data, as defined in section 2.1 below, for the purposes of logging you into the mobile applications and maintaining your mobile application accounts, we are processor in respect of certain employee data which means that we only process it on behalf of and on the instructions of our customers. For further information on this, please either contact us or your employer.

Your rights to object: You have various rights in respect of our use of your personal information as set out in section 8.1. Two of the fundamental rights to be aware of are that:

- (a) you may ask us to stop using your personal information for direct-marketing purposes. If you exercise this right, we will stop using your personal information for this purpose.
- (f) you may ask us to consider any valid objections which you have to our use of your personal information where we process your personal information on the basis of our, or another person's, legitimate interest.

You can find out more information in section 8.1.

What you need to do and your confirmation to us: Please read this privacy policy carefully to understand how we handle your personal information. By engaging with us in the ways set out in this privacy policy, you confirm that you have read and understood the entirety of this privacy policy, as it applies to you.

The detail – the key information you should be aware of

1. How we obtain your personal information
2. You may provide us with your personal information voluntarily. We may also receive information about you from third parties such as public websites and public

agencies. For more information on third parties providing us with information, please see section 6 below.

3. You may give us personal information about yourself by using the online forms provided on our website, setting up an account with us, or by contacting us by phone, email or other means. This includes, for example, where you provide your personal information to us in order to receive information or services from us. If you are a supplier, you may also give us personal information about you when you are offering or providing services to us.
2. The data we collect about you
 - 2.1. We collect and process personal information Typically, the personal information we collect and process will include identity, contact, financial, transaction, technical, profile, usage, communications and customer operational data as follows:
 - (a) *Identity Data*: includes first name, maiden name, last name, username or similar identifier, marital status, title, date of birth and gender.
 - (b) *Contact Data*: includes billing address, correspondence address, email address and telephone numbers.
 - (c) *Financial Data*: includes bank account details.
 - (d) *Transaction Data*: includes details about payments to and from you and other details of services you have purchased from us.
 - (e) *Technical Data*: includes internet protocol (IP) address, your login data, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform, and other technology on the devices you use to access this website and our services.
 - (f) *Profile Data*: includes your username and password, purchases or orders made by you, your interests, preferences, feedback and survey responses.
 - (g) *Usage Data*: includes information about how you use our website, mobile applications and services.
 - (h) *Communications Data*: includes your communication preferences.
 - 2.2. Aggregated data: We may also collect, use and share aggregated, anonymised data, such as statistical or demographic data for the purpose of internal reporting or reporting to other third parties, and for our marketing and promotion purposes. Aggregated data could be derived from your personal information, but is not considered to be personal information in law as it will not directly or indirectly reveal your identity once we have anonymised it. For example, we may aggregate your usage data to calculate a percentage of users accessing a specific feature of our services. However, if we combine or connect your aggregated data with your personal information so that it can directly or indirectly identify you, we treat the combined data as personal information which will be used solely in accordance with this policy.
 - 2.3. Special categories of data: We do not collect the following special categories of personal information: details about race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, genetic and biometric data. Nor do we collect any information about criminal convictions and offences.

We may in some circumstances process health information when our Customers provide this information to us on your behalf as part of our service offering (for

example if a Customer uploads a medical certificate into our systems). For further information on this, please contact your employer.

3. If you fail to provide personal information

Where we need to collect personal information by law, or under the terms of a contract we have with you or your employer (our Customer), and you fail to provide that data when requested, we may not be able to perform the contract we have or are trying to enter into with you (for example, to provide you with our services) or our Customer. In this case, we may have to cancel a service you have with us but we will notify you or our Customer if this is the case at the time.

4. How your data will be used

4.1. We use information held about you to:

- (a) carry out our obligations arising from any contracts entered into between our Customers and us and to provide our services (including our mobile applications);
- (b) carry out feedback and research on our services; and
- (c) notify you about changes to our services.

4.2. We may process your personal data without your knowledge or consent where this is required or permitted by law

4.3. We may send you messages and in-app notifications to inform you about new functions, features and updates to systems and mobile applications if you are an end-user of these.

4.4. We do not send marketing messages to end-users, users of our mobile applications or others who may use our systems, but we do send marketing messages to account managers and other management-level users where there is a legitimate business interest.

4.5. We have set out below in a table format, a description of all the ways we plan to use your personal information, and which of the legal bases we rely on to do so. We have also identified what our legitimate interests are where appropriate. Note that we may process your personal information for more than one lawful ground depending on the specific purpose for which we are using your data. Please contact us if you need details about the specific legal ground we are relying on to process your personal information where more than one ground has been set out in the table below.

Purpose/Activity	Type of data	Lawful basis for processing including basis of legitimate interest
To register you as a new user and customer	Identity Contact	Performance of a contract with you

To provide you with and to administer the FCM Hub mobile application	Identity Contact Profile Usage Communications Technical	Performance of a contract Necessary for our legitimate interests
To provide you with and to administer the HCM Live! mobile application	Identity Contact Profile Usage Communications Technical	Performance of a contract Necessary for our legitimate interests
To process and deliver your order including: Manage payments, fees and charges	Identity Contact Financial Transaction	Performance of a contract with you Necessary for our legitimate interests (to recover debts due to us)
Collect and recover money owed to us	Communications	Necessary for our legitimate interests (to recover debts due to us)
To manage our relationship with you which will include: Notifying you about changes to our terms or privacy policy Asking you to leave a review or take a survey	Identity Contact Profile Communications	Performance of a contract with you Necessary to comply with a legal obligation Necessary for our legitimate interests (to keep our records updated and to study how customers use our services)
To enable you to partake in a prize draw, competition or complete a survey	Identity Contact Profile Usage Communications	Performance of a contract with you Necessary for our legitimate interests (to study how customers use our services, to develop them and grow our business)

To administer and protect our business, this website and our systems (including troubleshooting, data analysis, testing, system maintenance, support, reporting and hosting of data) and our mobile applications	Identity Contact Technical	Necessary for our legitimate interests (for running our business, provision of administration and IT services, network security, to prevent fraud and in the context of a business reorganisation or group restructuring exercise) Necessary to comply with a legal obligation
To deliver relevant website and mobile application content and advertisements to you and measure or understand the effectiveness of the advertising we serve to you	Identity Contact Profile Usage Communications Technical	Necessary for our legitimate interests (to study how customers use our services, to develop them, to grow our business and to inform our marketing strategy)
To use data analytics to improve our website, mobile application, services, marketing, customer relationships and experiences	Technical Usage	Necessary for our legitimate interests (to define types of customers for our services, to keep our website updated and relevant, to develop our business and to inform our marketing strategy)
To make suggestions and recommendations to you about goods or services that may be of interest to you	Identity Contact Technical Usage Profile Communications	Necessary for our legitimate interests (to develop our services and grow our business)

5. Lawful basis for processing

5.1. We only process your data (which may include providing it to a third party) where we have identified a valid lawful basis to do so. These are as follows:

(a) *Contractual obligation*

Where processing is necessary to comply with our obligations arising out of a contract, for example, where you have purchased services from us we will use the personal information you provide to fulfil our contractual obligations e.g. taking payment / providing support.

(b) *Legitimate interest*

Where we use legitimate interests we will record our decision on making this decision. We rely on legitimate interest where processing of the data we hold on you does not, in our opinion, affect your rights or freedoms and is proportionate to our interests e.g. obtaining your feedback on our service.

(c) *Consent*

Where we identify that we need your consent to process your personal data, we will ask you for it.

6. Third Parties and sharing information

- 6.1. We will keep your information within the organisation except where disclosure is required or permitted by law or when we use third party service providers (data processors) to supply and support our services to you. We have contracts in place with our data processors. We require all third parties to respect the security of the personal information we provide them with and to treat it in accordance with the law. We do not allow our third-party service providers to use personal information for their own purposes and only permit them to process personal information for specified purposes and in accordance with our instructions.
- 6.2. We never sell your information to third parties or allow third parties to contact you without your permission.
- 6.3. Please see below the list which sets out the categories of recipients of personal information.

Service Providers who may receive your Personal Information
IT Support Services
Email Provider
Hosting service providers
Secure document disposal service
Cloud Storage System
Accounting software provider
Banks
Online payment providers
Accountants
Solicitors
Feedback aggregators and collectors
Marketing and sales support services

- 6.4. In addition third parties may provide us with personal information and they should only do so where the law allows them to.

7. Where your data is held

7.1. Your data is stored by us and our processors in the UK or EEA. Where your personal information is transferred outside of the UK or the EEA, we have ensured that:

- (a) an adequacy decision has been made by the Secretary of State in the UK or the European Commission (as applicable) permitting the transfer of data to that country; or
- (b) standard contractual clauses (SCCs) are in place and we have received assurances that an adequate level of protection of the personal information is achieved (based on a case by case assessment of the circumstances of the transfer), including adequate technical and operational measures in place to protect the personal information.

8. Data retention

Our data retention policy is dictated by the Data Protection Laws and is available for inspection by submitting a written request using the contact details provided in this policy.

Your rights

8.1. Under the Data Protection Laws your rights are:

- (a) *To be informed:* We must make this privacy policy (sometimes referred to as a privacy notice) available with the emphasis on transparency over how we process your data.
- (b) *Access:* You are entitled to find out what details we may hold about you and why. We strive to be as open as we can be in terms of giving people access to their personal information. Individuals can find out if we hold any of their personal information by making a formal request under the Data Protection Laws. Such requests should be in writing to the contact details provided in this policy. If you are an end-user whose details have been provided to us by your employer (our Customer) you may wish to contact your employer in the first instance as they will have provided us with your information.
- (c) *Rectification:* We are obliged to correct or update your details. We will correct or update your data without delay provided you make the request in writing to the contact details provided in this policy, clearly specifying which data is incorrect or out of date.
- (d) *Erasure:* This is also known as the request to be forgotten. Under Data Protection Laws you have the right to erasure under specific circumstances. A request for your personal information to be deleted will be decided on a case by case basis and should be submitted in writing to the contact details provided in this policy.
- (e) *Restrict processing:* You have the right to 'block' or suppress the processing by us of your personal information.
- (f) *Portability:* You have the right to obtain and reuse your personal information that you have provided to us.
- (g) *Object:* You have the right to object to us processing your data in relation to direct marketing and or profiling.
- (h) *Rights in relation to automated decision making and profiling:* We do not use automatic decision making or profiling.

8.2. Please note that you may need to provide identification in order to prove who you are if you wish to invoke any of your rights as provided by the Data Protection Laws and as summarised above.

8.3. If you agree, we will try to deal with your request informally, for example by providing you with the specific information you need over the telephone.

9. Changes

We keep our privacy policy under regular review. Any changes we make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by post or email. We may display this notice to you from time to time to help ensure you are aware of its contents.

10. Further questions and how to make a complaint

10.1. If you have any queries or complaints about our collection, use or storage of your personal information, or if you wish to exercise any of your rights in relation to your personal information, please contact us using the following details:

FAO: Chris Hassall
QUANTAVIA LIMITED
Launchpad, Penryn Campus,
Treliever Road, Penryn, Cornwall
UK

Email: chris@quantavia.net

Telephone: +447711387984 and ask to speak to the Privacy Officer.

We will investigate and attempt to resolve any such complaint or dispute regarding the use or disclosure of your personal information.

10.2. You may also make a complaint at any time to the Information Commissioner's Office (ICO), the UK regulator for data protection issues (www.ico.org.uk), or the data protection regulator in the country where you usually live or work, or where an alleged infringement of applicable data protection laws has taken place. Alternatively, you may seek a remedy through the courts if you believe your rights have been breached.

The practices described in this privacy policy statement are current as of November 2024.