

An overview of how we collect and use your information

Who we are

When we say 'we', we mean Elevel Communication, Registered Office in Via Casale, 5 - 20144 - Milano - Italy, who is the 'data controller' for the information in this overview. This means we're responsible for deciding how we can use your information.

The information we collect

The information we collect may consist of your Name, Job Title, Company Name, Company Address, Email address(s) and Phone Number(s). We may also collect 'deeper' information from clients with whom we have contractual product or service agreements. This more detailed information is not used for communication/marketing purposes. We collect information about you from different places including:

- directly from you
- from a third party acting on your behalf
- from other Elevel Communication companies
- from publicly available sources
- when we generate it ourselves
- from other partner organisations

We'll only collect your information in line with relevant regulations and law and this may relate to any of our products or services you enquire about or use in the future, now or in the past.

How we'll use your information

We'll use it to provide you with any products/services you have requested and other purposes e.g.

- to confirm your identity, address and company details
- to understand how you use our products and/or services
- to carry out your instructions
- to meet relevant regulations
- to improve our products and services
- to inform you of relevant contractual, company and industry-related information^(*)
- to offer you other products or services we believe may benefit you

^(*)You can opt out of this at any time using the 'unsubscribe' function displayed at the bottom of all our communications.

We'll only use your information where we're allowed to by law e.g. carrying out an agreement we have with you, fulfilling a legal obligation, because we have a legitimate business interest or where you agree to it. We may use automated systems to help us send out communications.

Who we can share your information with

We only share your information with partner organisations when it is necessary for the fulfilment of a product or service contract (these are always covered by Non-Disclosure Agreements), with regulators and credit/fraud prevention agencies.

How long we'll keep your information

We'll keep your information for as long as you have a relationship with us. After it ends we'll keep it where we may need it for legitimate purposes e.g. to help us respond to queries or complaints, responding to requests from regulators or to approach you to explore future business opportunities.

Transferring your information overseas

Your information may be stored in a country outside of the European Economic Area (EEA). If the country where your information is stored does not have laws that provide the same level of protection for personal information, we'll ensure it has an appropriate level of protection.

Your rights

You have a number of rights relating to your information. You have...

1. The right of access - You can request access to your personal data free of charge (in most cases) and ask how you make use of it.
2. The right to be forgotten - you can ask us to delete or remove personal data where there is no good reason for its continued processing.
3. The right to data portability - you can transfer or move your personal data between service providers easily and safely, without obstacles to usability of the data.
4. The right to be informed - you must know how we intend to use your personal data when it is being gathered, and you must freely give their consent to it. Consent cannot be assumed or taken for granted.
5. The right to rectification - you are entitled to have personal data rectified if it inaccurate or incomplete.
6. The right to restrict processing - This means that in some cases you can allow us to store your personal data but can also state that we are not allowed to process that data for any reason.
7. The right to object - you have the right to object to the usage of your data. Your objection must be on "grounds relating to his or her particular situation".
8. Rights related to automated decision making and profiling - GDPR provides safeguards for you against the risk that a potentially damaging decision is taken without human intervention.

With regard to point 1, in order to minimize any action you need to take, Elevel Communication have set out in the section called 'The information we collect' the kind of data we hold about you and, in the section called 'How we'll use your information' the ways in which we make use of the data we hold about you.

Regarding point 2, if you wish us to remove your data, please use the 'unsubscribe' function displayed on all our communications. This will automatically remove your information from our mailing list database. You can also write to Elevel Communication at any time using info@e-levelcom.com to ask for your information to be removed.

Regarding point 4, Elevel Communication have set-out its data intentions on its website, through the provision of a 'subscribe' opt-in function on its website and in its GDPR Policy.

If you would more information about our GDPR policies and practices, please send an email request to: info@e-levelcom.com