

Who are we?

Last updated August 2018, in accordance with the requirements of the General Data Protection Regulation (GDPR).

We operate under the brand names Benefits Uk,

We run marketing surveys on behalf of some of the leading UK brands to help them target their products and services better. We conduct marketing surveys by telephone. When we call you we will always display a valid telephone number to identify us.

You are always able to call this number back to stop any future calls if that is your wish. You can write to us at compliance@flextechno.com and you can contact us by phone on 02830800042 were you will be furnished by an automated message were you can leave your name and number along with message or you speak to one of your operators

This is the Privacy Policy of Benefits Uk a brand of Flex Technology PVT.LTD, a company registered in INDIA (Registered Number U72200WB2012PTC181162) whose registered address is 116 Birji Road Renu Apartments Kolkata - 700084.

Flex Technology PVT.LTD (t/a Flex Technology) is committed to acting in compliance with the General Data Protection Regulation.

The purpose of this statement is to explain to you what personal information we collect and how we may use it.

Processing of personal data

In accordance with the General Data Protection Regulation we can use personal information where the benefits of doing it are not outweighed by the interests or fundamental rights or freedoms of individuals.

Our lawful basis for processing personal data for direct marketing is known as Legitimate Interest. The benefits being pursued by our organization are the running of a marketing services and data business.

What do we use your data for?

Our brands Benefits Uk may contact you by telephone to ask you questions for marketing purposes. These questions will be on behalf of companies who we will name at the time of the call and who will only contact you if you **consent**. Again you can ask Benefits Uk to stop contacting you now or at any time in the future.

The marketing communication may be through:

- Live Telemarketing

What types of personal data do we collect and share

The information we collect includes your name and contact information that you volunteer such as your telephone number, email address, mobile number and postal address. We may also ask you for your date of birth and during the course of our surveys details about your preferences likes and dislikes. We will never collect information about your bank account or credit card details and nor will we collect sensitive information such as your medical history, religious or political beliefs.

Who may we share your data with?

The information we collect includes your name and contact information. We will never ask You for your bank account details, nor do we collect sensitive information about your Medical history, religious or political belief.

Those clients and partners who would wish to send you marketing communications or to advertise to you will fall into the following categories:

Sector	Description and examples
Retail	General stores Automotive (including sales, accessories, rentals or repairs) Property Home furnishings Home improvement Fashion and clothing Telecoms and Utilities Mail Order
Finance	Pensions Loans, credit cards and mortgages Investments & savings Wills Funeral Planning
Insurance	Home Car Travel Pet Personal Other insurances
Travel	Holidays Hotel Airlines Travel booking
Lifestyle	Health & Well-being (including mobility) Fitness Charities Media & publishing companies Leisure Gaming Legal Services Educational institutions Market Research

Consent and Legitimate Interests

Your data must be processed by us using one of the valid legal bases defined by the Regulations. The two we use are;

Consent

In short this is where you consent to a specific organization, to contact you by a communication channel or channels which you have agreed to, for specific reasons, which in the context of our processing will be for marketing purposes. When we ask for

your consent for a specific organization, we will do so by giving you the opportunity to tick a box online or answer a question on the phone.

You can of course withdraw your consent at any time and we will describe how later on in this policy.

Legitimate Interest

Data may be processed in pursuance of legitimate interests. This includes using your data for postal and telephone marketing for ourselves or others but in either case communications will be in relation to products or services which we believe may be of interest to you based upon information which you have provided us.

It also includes processing your data for ID protection and tracing purposes such as Credit Reference and Fraud Prevention. This is in relation to appropriate agencies which we have listed below which could help protect your identity and prevent fraud.

As with all of your data you can also object to us processing your data in this way.

How we do Profiling?

We use some of the information you provide to identify lookalikes so our clients can target you with offers of goods and services tailored to you. We will never profile you on the basis of ethnicity, religion, politics or health as these are not valid reasons for which you should be targeted for marketing purposes and nor do we collect this information.

We also do not make automated decisions about you which may have a negative impact on your rights. Marketing Services Providers we share your data with may also use profiling to target you for marketing purposes. Once again you can ask us to stop using your data in this way at any time.

To withdraw your consent please write to us The Compliance Department, at compliance@flextechno.com
Or by telephone on: 2830800042

Or visit: www.benefitsuk.co

Marketing Surveys

Flex Technology works as a contact centre who conduct our telephone campaigns known as Benefits UK The contact centre are based in the India (Kolkata/Shiliguri)

Flex Technology's call centre work under the systems and Data Protection and IT Security Policies - access to update all personal data is done through our systems.

Who we will share your data with

Flex Technology shares your data with:

Flex Technology PVT.LTD Group companies and brands

Flex Technology, Home Saver, Uk Society, Benefits Uk, U Benefits, Life style research

Marketing Services Providers

We will share your data under strict license terms with the Marketing Services Providers listed below, who like us, will use it to create products and services to help organizations better understand the likely characteristics of their customers; communicate with them more effectively; and find others like them across a range of marketing channels. Our Marketing Service Providers include: Teleprospects LTD

Do we transfer your data to other countries?

Please note that personal information may be transferred, accessed and stored globally as necessary for the uses and disclosures stated above in accordance with this policy. This will only be done with a contract that has been approved by the European Commission with the recipient of your personal information that provides a suitable level of high quality protection.

Data retention and how we retain data

In accordance with the GDPR, personal data shall be kept for no longer than is necessary for the purposes for which it is being processed.

Flex Technology's systems store personal data therefore all reasonable precautions shall be taken to ensure that appropriate confidentiality and control procedures are in place. We take the security of your data and the accessibility to our systems very seriously, with an emphasis on physical security, network and application security.

What are your rights?

Flex Technology respects your rights to your personal data. The GDPR provides the following rights for individuals:

- The right to be informed
- The right of access
- The right to rectification
- The right to erasure
- The right to restrict processing
- The right to data portability
- The right to object
- Rights in relation to automated decision making and profiling.

If you do not wish Flex Technology to use your personal data for direct marketing of our goods and services, you have the right to withdraw your permission at any time and can unsubscribe using the link in any email you have received from us or you can notify us in writing either by email to compliance@flextechno.com

Or in writing to:
Compliance Dept
116 Birji Road
Renu Apartments
Kolkata - 700084

How you can obtain data we hold about you

You have the right to know what information we hold on our system about you at any given time. To obtain details of the information we hold as it relates specifically to you, you may contact Flex Technology at the following address:

The Data Protection Officer, Compliance Dept., 116 Birji Road Renu Apartments Kolkata - 700084 compliance@Flextechno.com with the subject line: Information Request.

When contacting us to ascertain the information we hold about you, it would be helpful if you could provide us with details of your full name, address and contact details.

How you can contact us

If you have any questions or comments about this Privacy Policy, wish to exercise your information rights in connection with the personal data you have shared with us or wish to complain, please contact us at:

The Data Protection Officer
Compliance Dept
116 Birji Road
Renu Apartments
Kolkata - 700084

We hope to always deal with your enquiries promptly and courteously. However, if you think there is a problem with the way we are handling your data, you have the right to raise this with The Information Commissioners Office - <https://ico.org.uk/concerns>