

Introduction

This privacy policy applies across our web based and mobile phone software as a service application that we own and operate and any other services we may offer (for example, events or training). For the purpose of this notice, we'll call them our 'services'.

When we say 'personal data' we mean identifiable information about you, such as your name, email, address, telephone number, bank account details, payment information, support queries and so on. If you can't be identified (for example, when personal data has been aggregated and anonymised) then this notice doesn't apply. Check our terms of use for more information on how we treat your other data.

We may need to update this notice from time to time. Where a change is significant, we will make sure we let you know, by sending you an email.

You can read the whole notice below.

Last updated: 07.10.23.

Who we are?

When we refer to 'we' (or 'our' or 'us'), that means Project Management Software Limited (PMS Ltd) and its on-line brand EZPS (Easy Professional Service). Our office 81 Piccadilly London, UK. Our contact details are available on the 'Contact Us', page of our website.

We provide an easy-to-use global online platform for small and large businesses alike, their service providers and their customers. At the core of our platform is a project delivery service software. If you want to find out more about what we do, visit our website at www.ezps.co.uk

For European Union data protection purposes, when we act as a controller and a processor in relation to your personal data, PMS Limited (company number 06829852) is a UK based registered company.

Our principles of data protection

Our approach to data protection is built around four key principles. They are at the heart of everything we do relating to your personal data.

Transparency: We take a human approach to how we process personal data by being open, honest and transparent.

Enablement: We enable connections and efficient use of personal data to empower productivity and growth.

Security: We advocate industry leading approaches to securing the personal data entrusted to us.

Integrity: We accept the responsibility that comes with processing personal data.

How we collect your data

When you use our services, we collect personal data. Ways in which we collect personal data can be broadly categorised into the following:

Information you provide to us directly: When you visit or use some parts of our software application service, we might ask you to provide personal data to us. For example, we ask for your contact information when you sign up to our service, or take part in training and events. If you don't want to provide us with personal data, you don't have to, but it could mean that you cannot use some parts of our service.

Information we get from third parties: The majority of information we collect, we collect directly from you. Our customers and their designated users use our project delivery application service, to implement and deliver projects in a timely, efficient, repeatable and transparent manner. We use a secure application and database deployment environments for processing mission critical and sensitive data, including personal information and sensitive personal information. While using our services, our customers may create, input, submit post, upload, transmit, or store personal information that they have collected from individuals.

During the course of our business relationship, we may need to access a customer's account and the information it contains to provide support to our customers and for our services.

Our customers and prospective customers are responsible for complying with all applicable federal, state, local, and international laws and regulations regarding notice, disclosure, consent, and transfer of personal information, prior to providing that personal information to PMS Ltd.

In addition, our customers and prospective customers are also responsible for identifying, in the Terms of Use or GDPR data protection agreement), any additional requirements for protecting, accessing, and handling personal information in a particular matter that exceeds the reasonable, risk-based administrative, technical, and physical safeguards that PMS Ltd would otherwise routinely implement, or that are inconsistent with the collection and use practices identified in this Privacy Statement.

Where we collect personal data, we'll only process it:

- to perform a contract with you, or
- where we have legitimate interests to process the personal data and they're not overridden by your rights, or
- in accordance with a legal obligation, or
- where we have your consent.

If we don't collect your personal data, we may be unable to provide you with our project delivery application service.

If you are someone who doesn't have a relationship with us, but believe that a PMS Ltd subscriber has entered your personal data into our application service, you will need to contact that PMS Ltd subscriber for any questions you have about your personal data (including where you want to access, correct, amend, or request that the user delete, your personal data).

How we use your data

We use your personal data to operate our project delivery application service, provide you with services you've requested and to manage our relationship with you. We also use your personal data for other purposes, which may include:

To communicate with you:

- providing you with information you've requested from us (like training or education materials) or information we are required to send to you
- operational communications, such as changes to our website and services, security updates, or assistance with using our website and services
- asking you for feedback or to take part in any research we are conducting

To support you: This may include assisting with the resolution of technical support issues or other issues relating to our services, whether by email, in-app support or otherwise.

To enhance our services and develop new ones: For example, by tracking and monitoring your use of our services so we can keep improving, or by carrying out technical analysis of our services so that we can optimise your user experience and provide you with more efficient tools.

To protect: So that we can detect and prevent any fraudulent or malicious activity, and make sure that everyone is using our services fairly and in accordance with our terms of use.

To analyse, aggregate and report: We may use the personal data we collect about you and other users of our services to produce aggregated and anonymised analytics and reports, which we may share with you, or with third party service providers.

How we can share your data

There will be times when we need to share your personal data with third parties. We will only disclose your personal data to:

- third party service providers and partners who assist and enable us to use the personal data to, for example, support delivery of or provide functionality on the application services
- regulators, law enforcement bodies, government agencies, courts or other third parties where we think it's necessary to comply with applicable laws or regulations, or to exercise, establish or defend our legal rights. Where possible and appropriate, we will notify you of this type of disclosure
- an actual or potential buyer (and its agents and advisers) in connection with an actual or proposed purchase, merger or acquisition of any part of our business
- other people where we have your consent.

International Data Transfers

When we share data, it may be transferred to, and processed in, countries other than the country you live in – such as the UK and the United States. Our data hosting provider's servers are located in London and the United States. These countries may have laws different to what you are used to.

For individuals in the European Economic Area (**EEA**), this means that your data may be transferred outside of the EEA. Where your personal data is transferred outside the EEA, it will only be transferred to countries that have been identified as providing adequate protection for EEA data (please see list below).

There are third party countries where an approved transfer mechanisms in place to protect your personal data – i.e., by entering into the European Commission [Standard Contractual Clauses](#), or by ensuring the entity is [Privacy Shield certified](#) (for transfers to US-based third parties).

The European Commission has recognised so far:- [Andorra](#), [Argentina](#), [Canada](#) (commercial organisations), [Faroe Islands](#), [Guernsey](#), [Israel](#), [Isle of Man](#), [Jersey](#), [New Zealand](#), [Switzerland](#), [Uruguay](#) and the [United States of America](#) (limited to the [Privacy Shield framework](#)) as providing adequate protection.

Security

Security is a priority for us when it comes to your personal data. We are committed to protecting your personal data and have appropriate technical and organisational measures in place to make sure that happens, as professionally possible.

Our data hosting provider, Amazon Web Services (AWS), is committed to protecting customer data, by providing industry best practice in the protection of personal data, Distributed Denial of Service (DDoS) attacks and other cyber-attacks by deploying mitigation techniques and DDoS resilient reference architecture to help protect application availability and vulnerability.

Retention

The length of time we keep your personal data depends on what it is and whether we have an ongoing business need to retain it (for example, to provide you with a service you have requested or to comply with applicable legal requirements).

We'll retain your personal data for as long as we have a relationship with you and for a period of time afterwards where we, you have an ongoing business need to retain it, in accordance with our data retention policies and practices. Following that period, we'll make sure it's deleted or anonymised.

Your rights

It's your personal data and you have certain rights relating to it.

You also have rights to:

- know what personal data we hold about you, and to make sure it's correct and up to date
- request a copy of your personal data, or ask us to restrict processing your personal data or delete it
- object to our continued processing of your personal data

You can exercise these rights at any time by sending an email to privacy@ezps.co.uk

If you're not happy with how we are processing your personal data, please let us know by sending an email to privacy@ezps.co.uk We will review and investigate your complaint, and get back to you within a reasonable time frame. You can also complain to your local data protection authority. They will be able to advise you how to submit a complaint.

How to contact us

We are always keen to hear from you. If you are curious about what personal data we hold about you or you have a question or feedback for us on this notice, our websites or services please contact us.

As a technology company, we prefer to communicate with you by email – this ensures that you are put in contact with the right person, and in accordance with any regulatory time frames.

Our email is privacy@ezps.co.uk