



Minnow IT LTD. Bristol & Bath Science Park, Dirac Crescent, Emersons Green, Bristol. BS16 7FR

### Customer data and Foldr.

In our day-to-day business activities, we use data supplied by customers for support purposes including licence renewal reminders. The information table below details the types of data we collect and what it's used for:

Field	Required?	Reason for keeping
Organisation name	Yes	The establishment or entity purchasing or providing access to a licenced Foldr appliance. Used in the licence generation and presented at the login screen once the product is installed. This helps us also in identifying the organisation.
Contact name	Yes	This is used for support; keeping you informed with important release updates, bug fixes and support queries where required.
Email address	Yes	
Telephone number	Yes	
Country	Yes	For support and sales assistance we need to know where you are located in the world. We work with external companies to provide the best experience possible.
Post code	Yes	
Internal domain	Yes	Required for the licence generation.
Number of users	Yes	Our pricing is dependent upon knowing the correct number of users and is used to generate the licence.
Preferred reseller	No	If you would like us to, and you indicate your preferred reseller, we will contact them on your behalf.

#### **What we do with this information.**

All the information collected is used to make a 'customer record', which is stored internally for our support and sales uses. From time to time and only with your consent, we may share some of this information with other businesses to provide you with pricing, training and support or to invite you to attend conferences featuring Foldr. Any information used in this way is purely for the sales and support of our product. This data not used for marketing activities but is used by the applicable distributor or us / reseller to remind you of renewal dates and product updates where necessary. We are committed to placing our customers at the heart of our business and as such, it is always your choice whether you engage with our company or another reseller for sales and services.

**If you no longer wish to be contacted regarding the product including updates and renewals, you can request to be forgotten by emailing [info@foldr.io](mailto:info@foldr.io) or by calling our office on 0117-2441895 stating you wish us to cease further contact and remove your details from our systems.**

**You may also email [info@foldr.io](mailto:info@foldr.io) to request a copy of all the information we hold about you.**