

## **Biztech Privacy Notice**

This Policy applies to all of the Arkle products and services provided by Biztech Software

The purpose of this privacy policy is to give you a better understanding of:

- what information we collect;
- how we collect that information
- how we use your information;
- how this information is stored
- how long we keep your information
- your rights; and
- how to contact us

Please take the time to read this policy and check this regularly for updates. If we make changes we consider to be important, we will let you know by placing a notice on the relevant Service and/or contact you using other methods such as email.

In this notice 'we' 'us' and 'our' refers to Biztech Software.

Albeit limited personal data is available through Arkle, in this notice we explain how we collect your customers & employees data, how we use it and how you can interact with us about it.

Personal data is available in Arkle in the following formats:

- Monitored customers names attached to bets
- Your employee names attached to scanned, edited and paid bets.
- Call Centre customer details

### **Who is the data controller and processor?**

On purchasing an Arkle licence you become the data controller and Biztech Software are the data processors.

### **What information we collect**

We collect your staff information, monitored customer & call centre customers' details along with betting data (Bet slip image, and translated bet details), and financial reports.

### **How we collect that information**

We collect your information via Arkle by capturing staff name's and position in the company to create their staff login account to Arkle. As a customer of Arkle you are responsible for entering your own customers details in the monitored or call centre functionality.

### **How we use your information**

We do not use your information for any purposes, Arkle is a betting eops acceptance and settling solution for your betting shop.

We may monitor and record our communications with you, including e-mails and phone conversations. Information which we collect may then be used for training purposes, quality assurance and to record details about our applications and services you order from us, in order to meet our legal and regulatory obligations generally.

**Marketing and notifications:** Subject to any preferences you have expressed (where applicable), we use the business email address and contact details provided by you to deliver relevant notifications on our product and services. We will do this during the period of your relationship with us and, unless specifically instructed otherwise by you, for a reasonable period of time after the relationship has ended in order to inform you about Arkle products.

**Our third-party service providers & partners:** As part our agreements with our partners, we may be required to share your company information for the purposes of clarity who is receiving their feeds and service via the Arkle system.

**Third parties for legal reasons:** We will share personal information when we believe it is required, such as:

- To comply with legal obligations and respond to requests from government agencies, including law enforcement and other public authorities, which may include such authorities outside your country of residence;

- In the event of a merger, sale, restructure, acquisition, joint venture, assignment, transfer, or other disposition of all or any portion of our business, assets, or stock (including in connection with any bankruptcy or similar proceedings); and
- To protect our rights, users, systems, and Services.

### **How this information is stored**

All of your information is stored in our Azure cloud infrastructure, it is encrypted to the highest standards and is firewall protected to only authorised locations.

We will keep your information secure by taking appropriate technical and organisational measures against its unauthorised or unlawful processing and against its accidental loss, destruction, or damage.

### **How long we keep this information**

To meet our legal and regulatory obligations, we hold your information whilst you are a customer and for a period of time after that. We do not hold it for longer than necessary.

### **Your rights**

If you are based within the EEA or within another jurisdiction having similar data protection laws, in certain circumstances you have the following rights:

- the right to be told how we use your information and obtain access to your information;
- the right to have your information rectified or erased or place restrictions on processing your information;
- the right to object to the processing of your information e.g. for direct marketing purposes or where the processing is based on our legitimate interests;
- the right to have any information you provided to us on an automated basis returned to you in a structured, commonly used and machine-readable format, or sent directly to another company, where technically feasible ("data portability");
- where the processing of your information is based on your consent, the right to withdraw that consent subject to legal or contractual restrictions;
- the right to object to any decisions based on the automated processing of your personal data, and
- the right to lodge a complaint with the supervisory authority responsible for data protection matters (e.g. in the UK, the Information Commissioner's Office).

### **How to contact us**

For any requests related to your information or any of your rights referenced above, please feel free to contact us in one of the following ways:

email: [dp@biztechsoftware.com](mailto:dp@biztechsoftware.com)

Post: Customer Services, Biztech Software 2nd Floor Hampton House 47-53 High Street Belfast BT1 2QS

### **Filing a complaint:**

If you are not satisfied with how we manage your personal data, you have a right to make a complaint to your local Data Protection Authority.

If you have a complaint about the use of your personal information, please let a member of staff in our support team know, giving them the opportunity to put things right as quickly as possible.

If your wish to make a complaint you may do so in person, by telephone, in writing and by email. Please be assured that all complaints received will be fully investigated. When making a complaint, we ask you to supply as much information as possible to help our staff resolve your complaint quickly.