

Telemedia Privacy Policy

Customer Care Company Ltd (CCC) have built the Telemedia Application (App) as a Commercial app. This Telemedia App is provided by CCC and is intended for use 'as is', for the specific purpose of telecommunications.

This document is used to inform users regarding our policies with the collection, use, and disclosure of Personal Information whilst using the Telemedia App.

When using the Telemedia App, you agree to the collection and use of information in relation to this policy. The Personal Information that we collect is used for providing you with a telephony service, for a call recording facility, and ongoing development and improvement of the Telemedia App. We will not use or share any information you provide to us, including call recordings with anyone except as described in this Privacy Policy.

The terms used in this Privacy Policy have the same meanings as in our Terms and Conditions, which can be obtained via CCC unless otherwise defined in this Privacy Policy.

Information Collection and Use

For a better experience and for the purposes of providing you with a telephony service and call recording facility, while using our Telemedia App, we may require you and your customers to provide us with certain personally identifiable information, including; but not limited to Contact details and Company details. The information that we request will be retained by us and used as described in this privacy policy for the duration of the service provided.

The app uses third party (network services) that may collect information which may be used to identify you.

For your information a link to privacy policy of the third-party service providers is available below:

- [Voicehost](#)
- [BT](#)
- [ICUK](#)

Log Data

During use of the Telemedia App, in the event of an error, we collect data and information (through third party products) on your connected device called Log Data. This Log Data may

include information such as your device Internet Protocol (“IP”) address, device name, operating system version, the configuration of the app when using the Telemedia App, the time and date of your use of the Service, and other statistics.

Cookies

Cookies are files with a small amount of data that are commonly used as anonymous unique identifiers. These are sent to your browser from the websites that you visit and are stored on your device's internal memory.

This Service does not use these “cookies” explicitly. However, the app may use third party code and libraries that use “cookies” to collect information and improve their services. You have the option to either accept or refuse these cookies, and know when a cookie is being sent to your device. If you choose to refuse a required cookie, some features or functionality may no longer work.

Service Providers

We may employ third-party companies and individuals due to the following reasons:

- To facilitate our Service;
- To provide the Service on our behalf;
- To perform Service-related services; or
- To assist us in analysing how our Service is used.

We want to inform users of this Service, that these parties have access to your Personal Information. This is to enable them to perform the tasks assigned to them on our behalf. However, they are obligated not to disclose or use the information for any other purpose than the service provision of the Telemedia App.

Security

We value your trust in providing us your Personal Information, and we take all reasonable measures to protect your data. However no method of transmission over the internet, or electronic storage is 100% secure or reliable, and we therefore are unable to guarantee absolute security.

Links to Other Sites

This Service may contain links to other sites. If you click on a third-party link, you will be directed to that site. Note that these external sites are not operated by us. Therefore, we strongly advise

you to review the Privacy Policy of these websites. We have no control over and assume no responsibility for the content, privacy policies, or practices of any third-party sites or services.

Changes to This Privacy Policy

We may update our Privacy Policy from time to time. Thus, you are advised to review this page periodically for any changes. We will notify you of any changes by posting the new Privacy Policy on this page.

Contact Us

If you have any questions or suggestions about our Privacy Policy, do not hesitate to contact us at info@customercaregroup.co.uk.