
PRIVACY POLICY

We are committed to protecting your privacy. My Virtual Resource (“We, Us, Our”) and Zeb.PA West London is a trading name of Virtual Resource Solutions Ltd and we take great care to ensure your information is kept safe and secure. We respect and value the privacy of all our customers and will only collect and use personal data in ways that are described and in a way that is consistent with our obligations and your rights under the law.

This policy advises you on how we use any personal data or information you share with us, either via our website or other means of communication. It explains how it is collected, how it is held, and how it is processed. Your continued use of this site signifies your assent to this Privacy Policy.

What Does This Notice Cover?

This Privacy Information explains how we use your personal data

Information About Us

Virtual Resource Solutions Limited registered in England under company number 09624443. VAT number: 220 9835 13

Further details can be found here: <http://www.myvirtualresource.co.uk/contact-us.html>

What is Personal Data?

Personal data is defined by the General Data Protection Regulation (EU Regulation 2016/679) (the “GDPR”) as ‘any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier’.

Personal data is, in simpler terms, any information about you that enables you to be identified. Personal data covers obvious information such as your name and contact details, but it also covers less obvious information such as identification numbers, electronic location data, and other online identifiers.

Why We Collect Personal Data

- We collect personal information to:
- Provide you with products and services that you may request from Virtual Resource Solutions Ltd
- Check your identity to protect security and prevent fraud, when you use our services
- Improve and develop our services
- Meet our legal obligations
- Meet a contractual obligation to our clients

Collection of Personal Data

We collect personal data or information when you enter your details on forms on our website, when you contact us (in writing, by post, email, or posts and messages via the social media platforms that we support, or by telephone or SMS). We also collect personal information when you use our services, or the services of our Sub-Processors as supplied indirectly to our customers through Data Processor Agreements we have agreed with those Sub-Processors. This data processing is permitted by law under GDPR Article 6(1)(b) *“processing is necessary for the performance of a contract to which the data subject is party or in order to take steps at the request of the data subject prior to entering into a contract”*.

When You Contact Us

When you contact us via this website, by completing a ‘contact us’ form, we may need to use

your personal details to deal with your query or sales enquiry. The details may include your name, address, landline telephone/mobile number, and/or email and IP address. In the case of an enquiry on behalf of a company we may collect your company's name, your position in the company; the company's address, company's email address and telephone number.

Duration of Data Storage

We keep personal information either: 1. to send you the information you have requested from our company, or 2. to comply with contractual requirements we have in place with our clients. Unless your enquiry results in the purchase of a service or product, or you have selected to receive news and promotional marketing which may be of interest to you, your personal details will be deleted from our systems 24 months after the conclusion of your enquiry.

Purchase of Services

When you purchase a service from Virtual Resource Solutions Ltd, we will use the data supplied to fulfil your order.

We will hold your details securely for the duration of the agreement. Your personal details will be deleted from our systems 12 months after the conclusion of the service or product purchased.

Additional Personal Data Rules Applying to Mailbox Rental

We are also required by law, under the Money Laundering Regulations 2017, to hold records for mailbox rental customers for a period of 5 years after the end of rental period.

Information Technology (IT) Security

We are committed to IT security best practice. Our partner Zebra Connexions Ltd is certified under the Cyber Essentials scheme.

Storage of Bank and Payment Card Details

We do not hold any bank payment card details, these are held securely by our nominated payment partners, WorldPay or London & Zurich.

Processing of Data

We only process data in line with Article 6(1)(b) of the General Data Protection Regulations where "processing is necessary for the performance of a contract to which the data subject is party or in order to take steps at the request of the data subject prior to entering into a contract."

Sharing of Personal Data

Personal data is only used by Virtual Resource Solutions Ltd, for the purpose(s) detailed above.

We share your personal information with select third party business partners where it is necessary to do so, for the purpose of providing the product or service you have enquired about, or purchased through Virtual Resource Solutions Ltd.

We will share your personal information with authorities, (including the police, law enforcement agencies, credit reference and fraud prevention agencies and select other bodies), for:

- Prevention and detection of crime

- The prevention of fraud against Virtual resource Solutions Ltd, third parties or customers
- To prevent money laundering
- For identity verification
- For the purpose of legal proceedings

We do not sell your personal information to any other third party, for any reason whatsoever. In cases where your personal information has been passed to a third party as part of provision of a product or service purchased, you may need to contact the third party directly in relation to their continued use of your personal information.

Call Recording

We may record telephone conversations but only for specific purposes, which will meet one or more of the following conditions to be deemed lawful under GDPR:

- The parties involved in the call have given consent to be recorded
- Recording is necessary in order to fulfil a contract
- Recording is necessary for compliance with a legal obligation
- Recording is necessary to protect the vital interests of a data subject or another person
- Recording is in the public interest, or necessary for the exercise of official authority
- Recording is in the legitimate interests of the recorder, unless those interests are overridden by the interests of the participants in the call

Call recordings are only kept for one month and are stored on a secure server.

Keeping Personal Data Secure

Virtual Resource Solutions Ltd are committed to keeping your personal information secure. All personal information is stored on a secure server to protect it from being accessed or used inappropriately.

Keeping Personal Data Accurate

Virtual Resource Solutions Ltd will endeavour to ensure that your personal information is kept as accurate and up to date as far as is reasonably possible. Where you have opted-in to receive news, periodic offers, or promotional email marketing, we will use only relevant personal information to contact you.

Accessing Personal Data

You can access your personal information at any time by contacting Virtual Resource Solutions Ltd.

News, Offers and Promotional Email Marketing

Where you have selected to receive news, periodic offers, or promotional email marketing, we will use only relevant personal information to contact you.

We may communicate with you by email, post, phone, SMS text message and social media posts and messaging where you have provided consent at the time we collect your personal information.

Updating Your Preferences

You can change your personal information and marketing preferences at any time by contacting us. However, our use of your personal information will not be affected by the opt-ins or opt-outs you select, if you have provided information to us or through other means.

If you do not wish to receive information by email from Virtual Resource Solutions Ltd, please use the unsubscribe feature on any promotional email received, [email us](#) quoting, 'please unsubscribe me' in the subject line, or use our 'contact us' form to request that your details are removed from our database. In this case, we will only retain your personal information, where our legal or regulatory obligations require us to do so.

Requesting a Copy of Personal Data

You can contact us via email at office@myvirtualresource.co.uk to ask us what personal data we hold on you.

Sources of Personal Data

Virtual Resource Solutions Ltd collect your personal information:

- Directly from you when you complete a form on our website, register with us and/or select the option to receive news, information and promotional marketing from us
- From third parties who use our products and services including information recorded on mail or parcels sent to you by a third party
- From Virtual Resource Solutions Ltd, including when you enquire about or purchase a service from us
- From third parties who hold and supply marketing lists for sale or otherwise in the public domain
- From third parties when we undertake a payment authorisation or when undertaking an identity check
- When you purchase a product or service which we provide together with a third-party business and the information is collected by the third-party business
- When parcels or post are handled through Virtual Resource Solutions Ltd and /or Zebra Connexions Ltd or third party networks.

Transferral of Personal Data Outside the UK

Virtual Resource Solutions Ltd may need to transfer your personal information to third parties located outside the UK. If we do, we will ensure that information is protected to a level which meets the requirements of UK law. We use specific contracts with external third parties that are approved by the European Commission for the transfer of personal data to third countries. These contracts ensure the same levels of personal data protection that would apply under the GDPR. More information is available from the [European Commission](#).

Data Controller

The data controller is Virtual Resource Solutions Ltd

Links to Third Party Websites

Our website, emails and social media pages may contain links to websites operated by third parties. Virtual Resource Solutions Ltd are not responsible for privacy notices, policies, services offered, or other site content displayed on third party websites.

Changes to our Privacy Notice and Policy

We review our privacy notice and policy regularly and update from time to time. This may be necessary, for example, if the law changes, or if we change our business in a way that affects personal data protection. We will display the current version on this webpage. Last updated May 2018.