



ISO 27001:2022

PRIVACY STATEMENT FOR

CENTERPRISE INTERNATIONAL

Distribution List		
Copy Number	Owner	
1	Master copy – Quality Manager	
Document Classification:		Public

Document No

QM008.2

Rev

4

Uncontrolled Copy

☐

Controlled Copy

☒

Date

08/07/2026

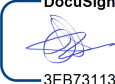
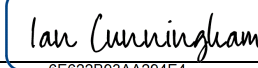
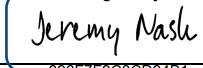
COMPANY PROPRIETARY INFORMATION

Prior to use, ensure this document is the most recent revision by checking the Master Document List. To request a change, submit a Document Change Request to the Document Control Representative.



Approvals

The signatures below certify that this policy has been reviewed and accepted and demonstrates that the signatories are aware of all the requirements contained herein and are committed to ensuring their provision.

	Name	Signature	Position	Date
Prepared by	Chris Hunt	DocuSigned by:  3EB731130A084AF...	Group Quality Manager	08/07/2026
Reviewed and approved	Amanda Harris	Signed by:  0269398AC5C8439...	Support Operations Director	13-Jul-2026
Reviewed and approved	Andrew Brown	DocuSigned by:  6192F24C0BE14DD...	DPO	14-Jul-2026
Reviewed and approved	Ian Cunningham	Signed by:  6E622B93AA294E4...	Sales Director	14-Jul-2026
Approved by	Jeremy Nash	DocuSigned by:  896F7F9C3CD94B1...	CEO	14-Jul-2026

Amendment Record

This Policy is reviewed to ensure its continuing relevance to the systems and process that it describes. A record of contextual additions or omissions is given below:

Page No.	Context	Revision	Date
14	Initial Issue	0	05/07/2018
	Removal of the EU-US Privacy Shield following CJEU decision to invalidate the agreement	1	19/08/2020
	Change of Signatory	2	16/11/2022
Whole document	Inclusion of document classification, Change to ISO references and formatting	3	29/11/2024
Whole document	Change of DPO, Amendment to Security, Safety, and Dispute Resolution, Amendment to BS 15713 revision and refinement changes made to align better with GDPR requirements.	4	08/07/2026

Supporting documentation:



Ref	Title & Description	
QM005.1	IT Security Policy	(ISO 27001:2022)
QM005.1e	CI Return, Transfer and Disposal of PII Policy	(ISO 27001:2022)
QM005.1g	Policy on Protection of Customer Personally Identifiable Information PII by CI Cloud	(ISO 27001:2022)
QM005.28	CI PII Disclosure Procedure	(ISO 27001:2022)
QM005.29	CI PII Geographical Processing Procedure	(ISO 27001:2022)
QM005.30	CI Protection of Customer PII Procedure	(ISO 27001:2022)
QM005.33	CI Rights of PII Principals Procedure	(ISO 27001:2022)

Privacy Statement

We respect privacy and your rights to control your personal data. We will be clear about the data we collect and why. We safeguard your data, and we do not and will not sell your data to third parties.

This Privacy Statement explains the personal information we collect from you, directly or indirectly, and how we use it. It also explains your choices, your rights, and how you can contact us about the processing of your personal data. It applies to all Centerprise International products, CI-controlled websites, and offline interactions such as attending a CI-sponsored event (collectively referred to as “Services”).

Please read this Statement carefully to understand when you may provide personal information to us and how CI uses that information. The terms “we”, “us”, or “CI” refer to Centerprise International and its group of companies.

To make the information in this Statement easy to understand, it is structured to highlight different occasions when a customer would potentially share information with CI. It is broken down into the following segments:

Centerprise International Limited is the controller for the personal data described in this Privacy Statement unless we state otherwise. We process personal data only where we have a lawful basis under UK GDPR, including where processing is necessary to perform a contract, comply with a legal obligation, protect our legitimate interests, or where you have given consent. Where we rely on legitimate interests, we balance those interests against your rights and freedoms. Where we rely on consent, you may withdraw that consent at any time.

Who are we?

Centerprise International Limited

Centerprise International Limited (CIL) was established in 1983 and has a strong reputation as one of the UK’s most respected IT providers. Centerprise has a strong presence within the UK public sector and an ever-growing private sector footprint. Centerprise has been a trusted supplier to the MOD for more than 25 years. It is also a significant supplier of IT products, solutions and services within the Education, Central and Local Government, Emergency Services and Healthcare sectors.

CiContinuity

CiContinuity is the CIL brand for the delivery of best-in-class Business Continuity and Disaster Recovery (BCDR) services. Through our CiContinuity services, we help manage and control an organisation’s business risks by providing expert advice and solutions in Cloud and IT recovery services. The services provide peace of mind to our customers allowing them to focus on delivering their core business objectives.

YoYoTech

YoYoTech is the CIL brand for our market-leading manufacturing capability of custom-built PCs, eSport Arenas and overclocking. Established in 2002, it became part of the Group in 2013. Our YoYoTech systems have held the world performance record on several occasions, and we take great pride in creating every new system.

Learning about Centerprise International

As you gather more information about CI, you may visit a site that we own virtually or physically. Examples include browsing our website, contacting our sales representatives, physically visiting a CI-owned establishment, or attending CI-sponsored events. To learn more about our products, you may voluntarily provide personal information, such as your name and email address, during these interactions. You may also provide information online via cookies or similar technologies when you visit our websites.

We collect:

Name, email address, optional telephone contact information, IP address, optional physical address, and information provided by cookies or similar technologies.

Why?

We use this information to share news about events and products offered by CI.

Additionally, the IP address helps us understand geographic information about our website visitors better to improve our website for everyone.

Buying Products

When you buy from us, you may be asked to provide information so we can complete your purchase. This information may include your name, phone number, email, shipping/delivery address, and payment information.

We collect:

Your name, phone number (optional), email address, delivery/shipping address, and payment information.

Why?

We use this information to complete your transaction, follow up with you about your purchase, help with any delivery issues, handle returns, and other issues related to the purchase of the products.

Getting Help from CI

From time to time, you may decide to contact our Services team for assistance with your CI products and/or services. To be able to offer you the best service possible, we may collect certain data from you or your products.

What we collect:

This may include contact information such as your name, email address, phone number, social media identifiers (if you contact us using a social media channel), and the content of your chats and other communications with CI services team (including voice recording). In certain situations, we may need to collect system configuration & diagnostic information to enable us to fulfil our delivery & support obligations.

Why?

We collect this information to enable us to deliver the services defined in your service agreement.

Information obtained from third-party sources

We protect data obtained from third parties according to the practices described in this notice and apply any additional restrictions imposed by the source of the data.

How We Use Personal Information

CI uses the data we collect to provide you with the products and services we offer, which includes using data to improve and personalise your IT experiences. We also use the data to communicate with you, for example, informing you about, new products or services available, security and other types of updates. CI uses the data for the following purposes:

- Providing our Product Experience
- Customer Support
- Product Improvement
- Security, Safety, and Dispute Resolution
- Business Operations
- Communication, Marketing and Advertising

Providing our Product Experience

We use data to provide and improve our Products and perform essential business operations. This includes operating products, maintaining and improving their performance, developing new features, conducting research, and providing customer support.

Customer Support

We use data to diagnose product problems, repair customers' devices, and provide customer care and support services.

Product Improvement

We continually use data to improve our products and services, including adding new features or capabilities. For example, we use error reports to improve security features, search queries and clicks to improve the relevance of search results, and usage data to determine what new features to prioritise.

Security, Safety, and Dispute Resolution

We use data to protect the security and safety of our products and customers, detect and prevent fraud, resolve disputes, and enforce our agreements.

Data subjects have the right to complain to Centerprise International about the processing of their personal data, the handling of a data subject request, and any appeal concerning how a complaint has been handled, in line with the Complaints Procedure described under our ISO 10002:2018 complaints procedure.

Data subject(s) lodging a complaint with the Centerprise International's Data Protection Officer / GDPR Owner are able to do so by emailing the Data Protection Officer DPO@centerprise.co.uk

If you are not satisfied with how we handle your personal data or respond to your request, you have the right to lodge a complaint with the UK Information Commissioner's Office (ICO). You can contact the ICO through its website at ico.org.uk or by telephone on 0303 123 1113.

Business Operations

We use data to develop aggregate analysis and business intelligence that enable us to operate, protect, make informed decisions, and report on the performance of our business.

Communication, Marketing and Advertising

We use the data we collect to deliver and personalise our communications with you. For example, we may contact you by email or other means of electronic communication to inform you about new CI products or Services, security or software updates, update you on a support issue, or invite you to participate in a survey.

We also use [cookies and similar technologies](#) to provide the most relevant advertising to you. All Marketing communications include a link to allow you to define the communications we send you more closely or to unsubscribe from a mailing list.

Sharing and Disclosure

Centerprise International does not and will not sell personal information about our customers.

We only disclose your data as authorised in this Statement. We may share information with the following types of third parties.

Who We May Disclose Your Personal Information to and Why

Third-party vendors. CI uses third-party vendors to support services such as website management and hosting, product purchases and shipping, payment processing and email communications. We share personal data with these vendors only where necessary for the purposes described in this Statement and only under appropriate contractual controls requiring them to process personal data securely, lawfully and on CI's instructions. You may request further information about relevant categories of recipients at any time.

Where personal data is transferred outside the United Kingdom, we will ensure that appropriate safeguards are in place. These may include an adequacy decision, the UK International Data Transfer Agreement, the UK Addendum to the EU Standard Contractual Clauses, or another lawful transfer mechanism permitted under UK data protection law. You may contact DPO@centerprise.co.uk for further information about the safeguards used for relevant transfers.

Parties with whom it might be necessary when we reasonably believe it to be required by law or in connection with legal proceedings; to prevent harm to CI or its customers; for the prevention and detection of crime or the apprehension or prosecution of offenders; to maintain the security of our products or to protect the rights or property of Centerprise International.

Parties with whom it might be necessary to complete a financial or corporate transaction, such as a merger or sale of assets.

We may also share non-personal information, such as aggregated data, with our partners or publicly.

How to Access and Control Your Personal Information

Your rights under UK GDPR include the right to access your personal data, request correction of inaccurate data, request erasure, restrict processing, object to processing, request data portability where applicable, and withdraw consent where processing is based on consent. You also have the right not to be subject to a decision based solely on automated processing, including profiling, where that decision produces legal or

similarly significant effects. To exercise these rights, contact DPO@centerprise.co.uk. We may need to verify your identity before responding.

You can review, edit or delete your personal data by contacting us directly at DPO@centerprise.co.uk. You can always opt out of receiving promotional emails and other marketing communication from us. We will respond to any request to access or delete your personal data as soon as possible, certainly within 1 calendar month of receiving the request.

Communication, Marketing and Advertising Preferences

You can opt out of receiving certain direct communications from CI. If you wish to stop receiving emails from us, you can follow the instructions in every email sent to you via the "Unsubscribe" tab. We respect your choice and will stop sending you promotional emails once you unsubscribe. It may take up to one week to process your request

Cookies and Other Similar Technologies

We use cookies and similar technologies, such as pixels, tags, web beacons and other identifiers, to help operate our website, understand how users use it, and customise our marketing offerings. Strictly necessary cookies are used because they are required for the website to function. Non-essential cookies, including analytics, functional, advertising and third-party cookies, will be used only where consent is required and has been obtained through our cookie controls. You can change your cookie preferences at any time.

Cookies

A 'cookie' is a small data file containing a string of characters that is sent to your computer when you visit a website. When you visit the website again, the cookie allows that site to recognise your browser. The length of time a cookie will stay on your computer or mobile device depends on whether it is a "persistent" or "session" cookie. Centerprise International uses both types of cookies. Session cookies will only stay on your device until you stop browsing. Persistent cookies stay on your computer or mobile device until they expire or are deleted. We use the following types of cookies on our website.

- **Strictly necessary cookies.** These cookies are essential for you to browse our website and use its features. Without these cookies, services like shopping baskets cannot be provided

- **Performance cookies.** These cookies collect information about how you use our websites. This data may be used to help optimise our website, understand usage patterns and make it easier for you to navigate.

- **Functional cookies.** These cookies allow our websites to remember your choices and personalise your experience. For instance, we may store your geographic location in a cookie to ensure that we show you the website relevant to your area.

- **Third Party cookies.** Third-party cookies are those placed by websites and/or parties other than Centerprise International. These cookies may be used on our website to improve our products or services or to help us provide more relevant advertising. These cookies are subject to the respective privacy policies for these external services, such as the Facebook Data Use Policy.

- **Analytics cookies.** We use analytics cookies, like those offered by Google Analytics, to help us understand how long visitors stay on our website, what pages they find most useful, and how they arrive at Centerprise International.co.uk or one of the other websites operated by CI.

How to control cookie settings

Most web browsers allow you to control cookies through their settings preferences; however, if you limit the ability of websites to set cookies, you may impact your overall user experience. Below, you can learn about how to control cookie settings on popular web browsers:

[Google Chrome](#)
[Microsoft Edge](#)
[Safari](#)
[Firefox](#)

In addition to cookies, we sometimes use small graphic images known as 'pixels' (also known as web beacons, clear GIFs, or pixel tags). We use pixels in our email communications to you (if you have selected to receive such communications) to help us understand whether our email communication has been viewed. We also use third-party pixels (such as those from Google, Facebook, and other advertising networks) to help us provide relevant advertising to your interests.

Security

Centerprise International is committed to protecting the security of your personal data. We are certified to the following International Organisation for Standardisation (ISO) Standards:

- ISO9001:2015 – Quality Management
- ISO10002:2018 - Quality Management – Customer Complaints
- ISO14001:2015 - Quality Management for Environmental Management
- ISO20000:2018 – Provision of Information Technology Service Management
- ISO22301:2019 – Business Continuity Management
- ISO27001:2022 – Information Security Management System
- ISO45001:2018 – Occupational Health and Safety Management
- BS15713:2023 – Secure Destruction of Confidential Material
- PCI DSS - Payment Card Industry Data Security Standard

In addition, CI holds a certificate as a Safe Supplier covering Health and Safety, Modern Slavery, Risk Management, Environment, Anti-Bribery, Finance, People, GDPR, Quality Management, Business and Professional Standing and Insurance.

We use various security technologies and procedures to help protect your personal data from unauthorised access, use, or disclosure. For example, we store the personal data you provide on computer systems with limited access and in controlled facilities. When we transmit data over the Internet, we protect it using encryption.

While no service is completely secure, Centerprise International takes precautionary measures to help prevent information about you from loss, theft, misuse and unauthorised access, disclosure, alteration and destruction. For example, we ensure our third-party data centre vendors provide adequate security measures.

Additionally, your data is protected with encryption, such as Transport Layer Security (TLS), during transmission over the Internet. Your personal information is stored on servers kept in a controlled environment with limited access. While we take reasonable precautions to guard the personal information we collect from you, no security system is impenetrable.

If you have any questions about the security of your personal information, you can contact us at:

DPO@centerprise.co.uk

Other Important Privacy Information

Our Policy Towards Children

Centerprise International does not seek to gather information on or from children. We do not knowingly solicit personal information from children or send them requests for personal information.

Our Retention of Personal Data

Centerprise International retains personal data only for as long as necessary for the purposes for which it was collected, including providing services, supporting products, fulfilling transactions, complying with legal obligations, resolving disputes and enforcing agreements. Retention periods vary depending on the type of personal data, the purpose of processing, legal and regulatory requirements, contractual obligations and operational needs. Where personal data is no longer required, it will be securely deleted, anonymised or otherwise disposed of in accordance with CI retention and disposal requirements.

Changes to Our Privacy Notice

Centerprise International may modify or update this Statement when necessary to reflect customer feedback and changes in our products and services, so please review it regularly. When we update this Statement, we will revise the 'Last Update' date at the top of this document. If there are material changes to the Statement or how Centerprise International uses your personal data, we will notify you by posting a notice of such changes before they take effect. We encourage you to regularly review this Statement to learn more about how Centerprise International uses and protects your information. Your continued use of the service or products after any modification to this Statement will constitute your acceptance of such modification and updates.

How to Contact us

If you have any questions about the use of your personal information, please send us an email to:

DPO@centerprise.co.uk