



## **Privacy Notice**

### **Introduction**

We use this Privacy Notice to disclose the privacy practices of Calibra Solutions Limited. We aim to help you understand what personal data we collect, how we use it, and what control you have over it. This Notice will define the following:

1. What personal data is collected from you.
2. How personal data is collected, used, shared, stored, and otherwise processed.
3. The security procedures implemented to protect your data.
4. Your choices and rights regarding the use of your data.
5. How you can contact us for issues such as to correct inaccuracies of your data or to request the removal of your personal data.

Please read the following Notice to understand the processing, collection, sharing, protection, and your rights associated with your personal data.

### **Who We Are**

Calibra Solutions Limited (“Calibra”) is an information technology (IT) consultancy firm based in Trinidad and Tobago. We deliver innovative, reliable and high-quality data driven digital transformation services and solutions to customers across the Caribbean region. Our service and solution offerings include advanced cybersecurity, dark web security, data privacy and data protection, business intelligence, and IT consulting and advisory, aimed at enhancing and improving business continuity management for our customers. This Notice applies to all services provided by Calibra Solutions Limited.

For the purposes of this Notice, we act as the “Data Controller”, because we determine how your personal data is used and processed.

If you have any questions, requests, and complaints in regard to this Notice and the collection and processing of your personal data, please refer to the Contact Information section at the end of this Notice.

### **Data We Collect**

We have access to data that you voluntarily provide via email, telephone, forms (both physical & electronic) and through in-person contact (e.g. face to face interaction, events, trade shows, etc.)

Through these means, we typically collect the following types of data:

- Full Name.
- Email Address.
- Phone Number.
- Physical Location Address.
- Banking Details.
- Identification Documents.
- Images through photography and videos for marketing purposes (webinar events and other similar activities).
- Information required for processing any promotion or other marketing activity.



We also have access to your data that we collect from our partners and third-party suppliers, which includes your name and contact details.

### **How We Use Your Data**

Your personal data is used for purposes including but not limited to:

- Customer or Vendor Account creation and administration.
- Fulfilment of obligations under any agreement(s) with you.
- Responding to your requests and comments.
- Processing your transactions.
- Providing you with information on our products and services.
- Informing you of any upcoming company events (including webinars) or regulatory updates.

### **Legal Basis of Processing**

We process your personal data to deliver our services, to maintain our relationships with our customers and vendors, to conduct due diligence, as well as to market our services directly to you.

Under most circumstances, we will be processing your personal data as may be necessary for us to fulfil our own contractual obligations to you. We may, however, ask for your consent for direct marketing purposes, and you have the right to withdraw consent to processing at any time.

### **How We Share Your Data**

Your personal data may be shared with our partners or third parties in order to deliver our services and/or solutions more effectively and efficiently per the terms of our agreement or contract.

### **Where we Process your Data**

Under certain circumstances, your personal data that we collect may be transferred to our partners, in order to provide you with services and/or solutions per the terms of our agreement or contract. We may transfer your data to other countries such as Jamaica, the USA, the UK, the Caribbean and Latin America.

We have implemented security measures and controls to ensure data remains appropriately protected in these jurisdictions. These include, but are not limited to non-disclosure agreements, contractual requirements and data processing agreements.

### **How Long We Store Your Data**

Data Protection Standards require that personal data processed for any purpose shall not be kept for longer than is necessary for that purpose (i.e. business needs). We will only retain your personal data for the duration necessary to fulfil the purposes for which it was collected. We retain financial-related data for seven (7) years.



## **How We Protect Your Data**

Securing your personal data is a priority for us, while both online and offline. We have implemented appropriate safeguards to prevent the unauthorized or unlawful processing of, or accidental loss or destruction of or damage to your personal data.

Employees and third parties are provided only with personal data on a need-to-know basis and only the minimum amount they require to complete their specific job function. All personal data users are subject to annual training on the proper handling of sensitive data.

## **Your Rights Regarding Your Personal Data**

We aim to maintain data that is accurate and up-to-date. Under the circumstances that your personal data changes (e.g. moving addresses), please notify us of any changes or update your data.

You have the legal right to the following:

- To be informed as to whether we process your personal data;
- To request all personal data we have collected about you, if any;
- To request rectification of any errors or omissions in the personal data we have collected about you;
- To object to the processing of your personal data for the purposes of direct marketing at any time;
- To prevent the processing of your personal data outside the scope of your consent; and
- Assurance that no decisions having significant impact on you are processed by automated means only.

To exercise these rights, please contact us via email, mail, or phone as indicated below in the "Contact Information" section.

## **Cookies**

Cookies are small text files that are downloaded to your device by websites you visit. They allow the website to recognise your device and store some information about your location and past actions.

We do not use any cookies on our website. However, third parties may be using cookies for different things, such as for profiling.

You can find more information about cookies at [www.allaboutcookies.org](http://www.allaboutcookies.org).

## **Contact Information**

For any questions, concerns, or requests to exercise your rights outlined in this notice, please contact us:

Calibra Solutions Limited

41 Tumpuna Square. Arima.

Trinidad. West Indies.

Email: [dpo@calibrasolutions.com](mailto:dpo@calibrasolutions.com)



Telephone: +1-868-221-6831

Any changes to this notice can be found on our website at [www.calibrasolutions.com](http://www.calibrasolutions.com).