

### Overview

Tiger's Privacy Policy (available [here](#)) covers how we collect and process the personal data of our customer contacts. This notice covers the Managed Service and Support processing that Tiger performs under contract. This in no way supersedes any data processing agreements with individual customers but is intended as a general guide to how data is processed by Tiger.

### Subscription Service Contracts (SaaS)

#### Hosted Systems

Tiger acts as a processor for customer data when providing a Subscription service. This includes storage within Tiger's data centre or Tiger's Azure environment

Tiger software collects customer employee data from a variety of systems including CDR sources, Directory systems (such as active directory), manual input, bill import and so on. The data collected may include personal data such as full name, work telephone/email/URI, Account name, and job title.

Data collected can be used (dependant on contract terms) to provide support, as well as report and dashboard feedback to the partner/customer at the direction of the data controller.

Data is held until one year after the contract has ceased, unless otherwise directed by the controller or processing agreement in place.

#### Hosted – Portal Users

Portal users are identified by their portal credentials and Prism tracks session activity for security reasons. A portal username will identify the user by full name and email address and the audit logs will identify the IP connected from. These details are available to users (both Tiger and Customer) with sufficient access rights. Prism uses cookies and Tiger's Cookie Policy is available [here](#).

#### On Premise Systems

Tiger acts as a processor for customer data when providing a Subscription service.

Tiger software collects customer employee data from a variety of systems including CDR sources, Directory systems (such as active directory), manual input, bill import and so on. The data collected may include personal data such as full name, work telephone/email/URI, Account name, and job title.

Depending on the level of services contracted data collected can be used to provide support alone or can include configuration and report/dashboard feedback to the partner/customer at the direction of the data controller.

On occasion Tiger Support will have cause to connect to servers and look at customer data directly, or to have data transferred to us. This is on controller request (via a support ticket) and so is covered on a contractual basis. Any data we need to recover to the office is processed only to investigate and resolve the raised case(s) and is destroyed after the relevant case is closed.

## Maintenance Contracts (licenced software)

For licenced customers we are not processing data to provide reports, but on occasion do have cause to connect to servers and look at customer data, or to have data transferred to us. This is on controller request (via a support ticket) and so is covered on a contractual basis. Any data we need to recover to the office is processed only to investigate and resolve the raised case(s) and is destroyed after the relevant case is closed.

In this case personal data processed by Tiger may include any of the data held on the Tiger system, controlled by the customer, usually limited to data like full name, work telephone/email/URI, Account name, and job title.

## We may disclose your information:

To our partners and subcontractors (including prospective partners and subcontractors) who are involved in the delivery of providing services to you;

- To any relevant public authority or law enforcement agency;
- Where there is a change (or prospective change) in the ownership of Tiger Communications to new or prospective owners of Tiger Communications. In these circumstances we would require them to keep it confidential.
- Where required by law, regulation or legal proceedings;
- Where we believe it is necessary to protect Tiger Communications or third-party rights and property;
- Where we, or an affiliate processing your data on our behalf, are compelled to do so by law;
- In response to a valid, legally compliant request by a competent authority;
- In response to a complaint that there has been a breach of the Services Terms & Conditions or any other product or service terms of which you have been notified.