

eis

WWW.EIS.CO.UK

EIS is the trading arm of
Cantium Business Solutions Ltd.

Company House Number: 11242115

PRIVACY NOTICE

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OFFICIAL

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1. Introduction

This Privacy Notice aims to explain the types of personal data we may collect about you when you interact with us and use our website, **EIS**, including any data you may provide when you purchase products, goods and services or sign up to our newsletters.

It also explains how we will store and handle your data and keep it safe.

When you are using the **EIS** website, **Cantium Business Solutions Ltd** (company registration No: 11242115 (England and Wales)) is the data controller.

We understand that your privacy is important to you and that you care about how your personal data is used. We respect and value the privacy of all our customers and their employees and other people with whom we interact in the course of undertaking our services. This Privacy Notice offers both our customers and their employees with meaningful and accessible guidance on our approach to handling personal data.

2. Who Are We?

EIS is a trading style of **Cantium Business Solutions Ltd**, company registration No: 11242115 registered in England and Wales), and part of [Commercial Services Group \(CSG\)](#).

CSG is the umbrella for all its trading brands, with its ultimate parent organisation being Kent County Council. It provides the support, dependability, and security to allow all brands to thrive independently. CSG are committed to providing an excellent customer and user experience underpinned by social value and a committed and empowered workforce.

EIS collects, uses and processes personal information about you. When we do we are regulated under the UK Data Protection Act 2018 (DPA 2018), the UK General Data Protection Regulation (UK GDPR) and the Data (Use and Access) Act 2025.

If you have any questions, suggestions or complaints about the processing of your personal information please contact our Data Protection Officer (DPO) via email at dpo@cs ltd.org.uk, or in writing by using the address below:

Data Protection Officer
Commercial Services Group
1 Abbey Wood Road
Kings Hill
West Malling
ME19 4YT.

3. Our Services

We offer a number of solutions and services including:

- IT Service Delivery – including the completion, administration and issuing of IT Support contracts including:
 - Project Delivery
 - IT Managed Service
 - MIS Support & Consultancy
 - Anti-virus software
 - Installations
 - Disaster Recovery
 - Admin / Curriculum Services
 - Mobile Device Management
 - Training
 - Technician Support
 - Remote Support Back-up
 - Office 365
 - Managed WiFi
 - Hardware/CSP/OVS

- IT Help Desk - an online and telephone service offering support and advice on the IT Support Services.

In providing these goods and services to our customers, it will be necessary for **EIS** to gather, obtain, record and hold your personal information.

4. The Personal Information We Collect and Use

The table below summarises the information we collect, use and retain for our services, how and why we do so, how we use it and with whom it may be shared.

We seek to ensure that our information collection and processing is always proportionate. We will notify you of any changes to information we collect or to the purposes for which we collect and process it.

The information collected	How the information is collected	Why the information is collected	Why the information is collected
Project Delivery This will be dependent on the specific project engagement but may include: <ul style="list-style-type: none"> Name and contact details Identifiers Information regarding use of IT 	From the customer organisation (as part of delivering the contracted services) or directly from the data subject.	Performance of contract	To provide the contracted services
IT Managed Services This could include: <ul style="list-style-type: none"> Name and contact details Personal and family details Identifiers Lifestyle and social circumstances Financial information Employment and Educational Details Visual images, such as photographs or CCTV recordings Housing or social care needs Licences or permits held Student and pupil records Business activities Special category data Equalities data 	From the customer organisation (as part of delivering the contracted services) or directly from the data subject.	Performance of contract	To provide the contracted services As required to support subject access requests, Freedom of Information requests and Environmental Information Regulation requests

<ul style="list-style-type: none"> Personal data relating to criminal convictions or offences 			
MIS Support & Consultancy This could include: <ul style="list-style-type: none"> Staff, pupil, parent/contact name, email address and contact phone number, ID documents Special category data Employment records Academic records Behaviour and attendance records SEN data Financial Information 	From the customer organisation (as part of delivering the contracted services) or directly from the data subject.	Performance of contract	To provide the contracted services Information may be shared with the MIS provider where this is required for troubleshooting
Anti-Virus Software This could include: <ul style="list-style-type: none"> Name and contact details Identifiers Employment details 	From the customer organisation (as part of delivering the contracted services) or directly from the data subject.	Performance of a contract.	To provide the contracted services
Installations This could include: <ul style="list-style-type: none"> Name and contact details Identifiers Network User Accounts 	From the customer organisation (as part of delivering the contracted services) or directly from the data subject.	Performance of contract	To provide the contracted services
Disaster Recovery This could include: <ul style="list-style-type: none"> Name and contact details Identifiers Network User Accounts 	From the customer organisation (as part of delivering the contracted services) or directly from the data subject.	Performance of contract	To provide the contracted services
Admin / Curriculum Services This could include: <ul style="list-style-type: none"> Staff, pupil, parent contact details e.g. email, contact phone number Special category data Employment records Academic records 	From the customer organisation (as part of delivering the contracted services) or directly from the data subject.	Performance of contract	To provide the contracted services Information may be shared with the MIS provider where this is required for troubleshooting

<ul style="list-style-type: none"> Behaviour and attendance records SEN data Financial Information 			
Mobile Device Management This could include: <ul style="list-style-type: none"> Username Email address 	From the customer organisation (as part of delivering the contracted services) or directly from the data subject.	Performance of contract	To provide the contracted services
Training This could include: <ul style="list-style-type: none"> Staff names, email addresses, contact numbers, business address, job title and unique identifiers Dietary requirements and allergies Survey feedback 	From the customer organisation (as part of delivering the contracted services) or directly from the data subject.	Performance of contract	To provide the contracted services
Technician Support This could include: <ul style="list-style-type: none"> Staff, pupil, parent/contact name, email address and contact phone number, ID documents Special category data Employment records Academic records Behaviour and attendance records SEN data Financial Information 	From the customer organisation (as part of delivering the contracted services) or directly from the data subject.	Performance of contract	To provide the contracted services
Remote Back-Up Service This could include: <ul style="list-style-type: none"> Personal data stored by the customer which is backed up as part of the service 	From the customer organisation (as part of delivering the contracted services) or directly from the data subject.	Performance of contract	To provide the contracted services
Office 365 This could include: <ul style="list-style-type: none"> Staff, student, parent names, email addresses, contact 	From the customer organisation (as part of delivering the contracted services) or	Performance of contract	To provide the contracted services

numbers and unique identifiers	directly from the data subject.		
Managed WiFi This could include: <ul style="list-style-type: none"> • Device names, applications used, administrator names and email addresses 	From the customer organisation (as part of delivering the contracted services) or directly from the data subject.	Performance of contract	To provide the contracted services
Hardware / CSP / OVS This could include: <ul style="list-style-type: none"> • Staff names, email addresses, contact numbers, address, Ip Address, Po Number and Customer Signature. 	From the customer organisation (as part of delivering the contracted services) or directly from the data subject.	Performance of contract	To provide the contracted services Information may be shared with Microsoft where this is required for the provision of the services Information may be shared with 3 rd party suppliers where the customer has requested quotes

We may obtain other personal data from third parties with whom we liaise in providing a service to our Customers or by a representative acting on your behalf.

Other than stated above, we may share personal information with law enforcement, our regulators or other authorities if required by applicable law.

If there is a statutory and contractual basis for collecting your personal data and you do not provide some or all of the details specified, we may be unable to enter into a contract with you or your organisation.

5. Marketing

We will provide you with choices regarding the use of your personal data around marketing and advertising and enable you to exercise your right to prevent such processing by:

- checking certain boxes on the forms we use to collect your personal data for marketing purposes;
- offering you opt out and unsubscribe links in all marketing emails sent to you;
- or by emailing us at dataprotection@EIS.co.uk to ask us to stop sending you marketing messages.

Where you opt out of receiving these marketing messages, this will not apply to personal data provided to us as a result of a product/service purchase or contract for product/service.

We will retain your contact details on a marketing suppression list to ensure we do not contact you again.

Promotional offers from us

We may use your contact details to form a view on what we think you may want or need, or what may be of interest to you. This is how we decide which products, services and offers may be relevant for you (we call this marketing).

You will receive marketing communications from us if you have requested information from us or purchased goods or services from us and you have not opted out of receiving that marketing.

6. How Long Your Personal Data Will be Retained

We will not keep your information for longer than is necessary, for either:

- the purpose of administering your individual record
- or as is necessary in providing a service to our customer
- or as required by law.

Upon expiry, your data will either be deleted completely or anonymised, for example by aggregation with other data so that it can be used in a non-identifiable way for statistical analysis and business planning.

For certain data sets, we have the following specific retention periods:

Orders and Invoices: when you place an order with us for goods which have been invoiced for, the personal data you give us will be retained for current financial year plus a further 6 years so we can comply with our legal and contractual obligations.

Customer Information: Personal data is provided at the commencement of a Service contract, maintained during the contract period and is retained until the contract ceases plus a further 6 years so we can comply with our legal and contractual obligations.

Licences associated with ICT hardware and software: when you place an order with us for licensed ICT services, the personal data provided will be retained for the current financial year plus a further 6 years.

7. Who We Share Your Personal Information With

We may share your personal data with the following organisations:

- Commercial Services Group
- Management Information System Suppliers: SIMS, Arbor or Bromcom
- ServiceNow: IT Service Management supplier.
- Arrow: application licence supplier

We may also share your personal information with trusted third parties that are under contract with us and where it is necessary to administer our working relationship with you or where we have another legitimate interest in doing so (providing this is not overridden by your interests).

Our trusted third parties may include service providers who supply us with processing services or functions, including our contracted IT suppliers, access to data and systems is only granted where authorised and specifically required in line with our contracts with them.

Management information may be shared within Commercial Services Group, under a Data Sharing Agreement held by its operating company Global Commercial Services Group Ltd, a company registered in England and Wales (Reg No. 11735631). This Agreement reflects the requirements of the UK GDPR, DPA2018 and DUAA2025.

We may also need to share some of the categories of personal information with other parties where a transfer of the business takes place. Usually, information will be anonymised or pseudonymised, but this may not always be possible. The recipient of the information will be bound by confidentiality obligations and legally binding data sharing agreements.

8. Where Information May Be Retained

Information may be retained at our offices and at those of our service providers, representatives and agents as described above.

Some of the personal information you provide to us may be transferred to or made accessible to separate organisations located outside of the UK. Where this occurs, we will make the restricted transfer under UK “adequacy regulations”, which ensure appropriate protection for individuals’ rights and freedoms.

Where the UK has not issued “adequacy regulations” for the destination country, the restricted transfer will be subject to appropriate safeguards. These may include the use of standard data protection clauses, such as the International Data Transfer Agreement or International Data Transfer, when entering into restricted transfers with the organisation receiving the data.

9. Your Rights

Under the UK GDPR you have a number of rights which allow you to:

- **Your right of access** - You have the right to ask us for copies of your personal data, however there are some exemptions which means you may not receive all the information you ask for.
- **Your right to rectification** - You have the right to ask us to rectify personal data you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- **Your right to erasure** - You have the right to ask us to erase your personal data in certain circumstances.
- **Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal data in certain circumstances.
- **Your right to object to processing** - You have the right to object to the processing of your personal data in certain circumstances.
- **Your right to data portability** - You have the right to ask that we transfer the personal data you gave us to another organisation, or to you, in certain circumstances.
- **Your right to withdraw consent** - When we use consent as our lawful basis you have the right to withdraw your consent.

If you make a request, we have one calendar month to respond to you. If a request is deemed to be complex or a number of requests have been received from an individual, the response time may be extended by up to 2 months.

We will always seek to comply with your request however we may be required to hold or use your information to comply with legal duties.

You can also withdraw your consent and opt-out from direct marketing by using the unsubscribe link at the bottom of our marketing emails.

Suppression lists will be maintained to screen against direct marketing information being sent to people who have already exercised their right to object to direct marketing. These lists will be held for compliance purposes only, and this does not affect your rights to be erased.

Please note: your request may delay or prevent us delivering a service to you.

For further information about your rights, including the circumstances in which they apply, see the guidance from the UK Information Commissioners Office (ICO) on individuals' rights under the UK General Data Protection Regulation <https://ico.org.uk/>.

If you would like to exercise a right or make a complaint about how your personal data is handled by **EIS**, please contact our DPO via email at dpo@csltd.org.uk or write to Data Protection Officer, Commercial Services Group, 1 Abbey Wood Road, Kings Hill, West Malling, ME19 4YT.

10. Keeping Your Personal Information Secure

We have appropriate security measures in place to prevent personal information from being accidentally lost, used or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine business need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

We also have procedures in place to deal with any suspected data security breach. We will notify you and the ICO as regulator of any suspected data security breach where we are legally required to do so.

11. Who to Contact

If you have any questions, suggestions or complaints about the processing of your personal information, or you wish to exercise any of your rights please contact our Data Protection Officer (DPO) via email at dpo@csltd.org.uk or in writing by using the address below;

Data Protection Officer
Commercial Services Group
1 Abbey Wood Road
Kings Hill
West Malling
ME19 4YT.

The UK General Data Protection Regulation also gives you right to lodge a complaint with a supervisory authority. The supervisory authority in the UK is the Information Commissioner who may be contacted at <https://ico.org.uk> or telephone 0303 123 1113.

We reserve the right to update this Privacy Notice at any time, and we will provide you with a new Privacy Notice when we make any substantial updates. We may also notify you in other ways from time to time about the processing of your personal information.