

Data Protection Privacy Notice For Customers

In providing you IT Services, we will ask for information which could be about you, your I.T. and computer(s), the data stored on them and details that help you access your software. Occasionally, we may also receive information from other providers who have also been involved in assisting you with your IT. This privacy notice describes the type of personal information we hold, why we hold it and what we do with it.

Information that we collect

We may collect the following information about you:

- Personal details such as your name, date of birth, address, telephone numbers, email addresses, usernames and passwords.
- Information about your IT equipment including
 - records on work carried out on your behalf
 - model numbers
 - licencing details
 - General details that you have provided also with a view to helping with the overall service.
 - Details of any complaints you have made and how these complaints were dealt with
 - Correspondence with other professionals or organisations on your behalf.
- Details of the fees we have charged, the amounts you have paid and some payment details

Our I.T. GDPR Manager is responsible for keeping secure the information about you that we hold and ensures that the I.T. team complies with data protection requirements to ensure that we collect, use, store and dispose of your information responsibly.

Those in the I.T. Workshop who have access to your information is limited to only include professionals involved with your support and services. Where necessary that also includes the reception staff responsible for the management and administration of the I.T. Workshop.

How we use your information

To provide you with the I.T. Support and services that you need, we require up-to-date and accurate information about you and your equipment.

We will not share your information without express permission from yourself.

We will seek your preference for how we contact you about the services that we provide for you. Our usual methods are telephone or email.

If we wish to use your information for I.T. research or education, we will remove any reference to you and either create an anonymous copy of the data or discuss this with you and seek your consent.

We may use your contact details to inform you of products and services available, but we have a policy not to regularly contact any of our customers with what may be considered general information.

Sharing information

Your information is normally used only by those working in the I.T. Workshop.

We will only disclose your information on a need-to-know basis and will limit any information that we share to the minimum necessary.

In certain circumstances or if required by law, we may need to disclose your information to a third party not connected with your services, including HMRC or other law enforcement or government agencies.

Keeping your information safe

We store your personal information securely on our Secure I.T. network. Your information cannot be accessed by those who do not work in the team; only those working in the team have access to your information. They understand their legal responsibility to maintain confidentiality and follow security procedures to ensure this.

We take precautions to ensure security of the company premises, the company filing systems and computers. We use high-quality specialist software to record and use your personal information safely and effectively. We back-up information routinely.

We keep your records for a minimum of 10 years after the date of your last visit to the I.T. workshop.

Access to your information and other rights

You have a right to access the information that we hold about you and to receive a copy. You should submit your request to the I.T. Workshop in writing or by email. There would be no charge for the information provided, except an administration charge for work required in producing a worthwhile printed copy of the information you wish to see from the database. If we quote a charge, we will explain the reasons.

You can also request us to

- Correct any information that you believe is inaccurate or incomplete. In any rare occasion where we have been required to have disclosed that information to a third party, we also will let them know about the change
- Erase information we hold although you should be aware that, for legal reasons, we may be unable to erase certain information (for example, removing information from older backup routines)
- Stop using your information – for example, sending you reminders for software renewals or information about our service
- Supply your information electronically so you can share it with another service provider.

If you do not agree

If you do not wish us to use your personal information as described, you should discuss the matter with your contact in the team. If you object to the way that we collect and use your information, we may not be able to continue to provide you with services.

If you have any concerns about how we use your information and you do not feel able to discuss it with your contact in the team or anyone at the I.T. Workshop, you should contact The Information Commissioner's Office (ICO), Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF (0303 123 1113 or 01625 545745).