

## **Your data and our processing**

In accordance with the **GDPR (General Data Protection Regulation)** we need to let you know how we use the data we collect.

### **Data Obtained:**

We may collect the following information by way of contact forms or other means.

**Name - Email Address - Contact telephone number - Company name.**

The data we collect from you is only used in relation to our services to provide IT support to you or your business.

Midlands IT Support is committed to ensuring that your privacy is protected.

When you provide certain information by which you can be identified, you can be assured that it will only be used in accordance with our services and not passed onto any third parties.

### **Website:**

#### **When filling in an enquiry form:**

We use this information to respond to your enquiry and may contact you using the details you have provided.

We may also keep a copy of your details on file for our internal records.

### **Emails:**

When you send an email to any of the contacts listed on this site, you will be responsible for the information you provide.

Any information you do provide will be treated the same as the information we collect, it may be kept on file for internal records and we may use the information to contact you using the details you provide.

### **Internal record keeping:**

Any information you provide may be kept on our internal data systems

The systems we use are password protected and where possible the use of encryption is implemented for additional safety.

### **Processing**

The use of your details as an individual or your company details in the form of phone numbers email addresses names etc. are used in order to contact you for the purposes of us providing our IT support services to you.

We will also use certain details we obtain for the purposes of accounting in order to generate invoices etc.

### **Our Services and 3<sup>rd</sup> party accountability**

You will note that in order for us to provide services to you we may resell hardware and or software from 3<sup>rd</sup> party providers, we use only providers we have come to trust and rely on over the years of providing our services, some of your information maybe held with these software products.

If the suppling company or its software product was to encounter a data breach by means of a bug or hack then be assured that we will work with them in order to do everything possible to protect your data but as we only resell these services we can't be liable for circumstances outside of our control.

We will endeavour to install and setup the above mentioned products and services within the best practise guidelines.

**Retention**

We keep the information we have obtained or you have provided for the purposes of us supplying our services indefinitely whilst you are still seeking our services.

If we no longer provide support for you on a contractual basis or ad hoc then we will keep your contact details on our internal data systems for a period no longer than 12 months following that time period if you then required our services you would again need to provide us with your consent of your data to be obtained and used as mentioned above to provide our services.

With regards to certain documents that we are required by law to keep for a period of time which exceeds our 12 month retention as stated above you will accept and understand that e.g. invoices for the purposes of accounting are one of the above mentioned documents that may still contain some data that could identify a person/s in your company.

**General**

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so.

If you require a specialised project or service from us, then we may give your information to a direct Third party of whom we work with, i.e. in outsourcing a contractor/subcontractor for the specialised Project or service you have requested.

You may request details of your personal information which we hold about you under the Data Protection Act 1998 and as recently updated GDPR. If you would like a copy of the information held on you, please email [enquiries@midlandsitsupport.co.uk](mailto:enquiries@midlandsitsupport.co.uk).

If you believe that any information we are holding on you is incorrect or incomplete, please email us as soon as possible at the above address and we will promptly correct any information found to be incorrect.

If you find we have any information as stated above still held on our records and you would like this removed then please make a request for this action using the contact email provided.