

Privacy Policy

Rev 1.0 – 15/02/2020

Your privacy is very important to us. This policy explains what personal information we gather, how its used, how it can be updated and how you can remove your data. By using our services, you agree to allow us to collect personal information in line with GDPR. Personal information collected will be used to aid our IT services to you.

We do our utmost to keep your data safe, secure and private at all times. Your data will never be used for marketing and we will never sell your data onto third parties. We never share your personal data with other third-party companies unless consent is given by you first. Although we use the latest in web design and programming, we cannot be 100% sure that any information entered will be transmitted securely. Therefore, please use our website at your own risk. We have SSL certificates in place to increase web security.

How we collect information

We collect information on you via the following ways

- From our website contact forms
- From telephone conversations
- From email correspondence
- Form letters in the post
- On premise

Any information you choose to share with us may be kept on file and used to help us assist your further.

What information is collected?

We collect as much information from you as we need. This includes but is not limited to, your name, age, address, phone number, email address and any other personal information relevant to the services you ask for.

How your information is used

Records on you are only kept and used for the purposes of aiding our services to you. We will use any information given as and when required for the duration of service. We also use your data to provide you updates on your services with us and to inform you of any information you need to know about. We do not use your information for marketing purposes.

3rd-parties

We use a range of external companies to aid our IT services to you. Some of the information we collect will be passed on to the service provider you require only. We never share your information with third parties for services you do not require. For example, if you use us for email services your details will be shared with our distributor and Microsoft.

We may share information to trusted third parties that we use to conduct business. We may also release information on you to comply with law.

Third Party Vendor List

We use third-party providers to help aid our IT services to you. Below is a list of vendors we use along with links to how they handle your data.

| | |
|-------------|---|
| Microsoft | https://privacy.microsoft.com/en-gb/privacystatement |
| Giacom | https://cloudmarket.com/about/privacy-policy |
| Google | https://policies.google.com/privacy?hl=en-US |
| Go Cardless | https://gocardless.com/privacy/ |
| iZettle | https://www.izettle.com/gb/privacy-policy |
| Quickfile | https://community.quickfile.co.uk/t/privacy-policy/18934 |
| Quickbooks | https://quickbooks.intuit.com/eu/privacy-policy/ |
| Facebook | https://www.facebook.com/policy.php |
| impcremote | https://remote-control-desktop.com/company/eula/ |
| Webroot | https://www.webroot.com/us/en/legal/privacy |
| Acronis | https://www.acronis.com/en-gb/company/privacy.html |

Only information that is necessary will be shared with third party providers. This helps them identify you as a customer and allows them to provide services to us and therefore you. Some services are based out of the EU however as much information as possible will be kept within the EU where possible.

Accounting

We use QuickBooks and QuickFile to keep our accounts up to date. Your information is held with them remotely via their servers. Information gathered includes name, address, phone numbers, email addresses etc. We also have an accountant who has access to all invoices and therefore your personal information. They also comply with GDPR and have their own privacy policy in place.

We use payment merchants iZettle and GoCardless to take payments from our clients. We do not process or store any card/banking information on our servers or locally. All transactions are taken care of from either provider securely via their protected systems. We do not have access to personal financial information such as credit/debit card numbers.

Security

To further protect your data being stolen we use Webroot Endpoint Protection. This is business grade antivirus/malware protection.

Email/file server and CRM

We use Microsoft for all email communications. We also use Microsoft for the storage of your electronic personal data. All accounts are fully secured using a strong password combination and 2 factor authentications to mitigate unauthorised breaches.

Remote Support

We use ImPcRemote for ad-hoc and unattended Windows remote support connections. The system is setup in such way that remote connection data is encrypted and send via our own relay server. this helps protect remote access data in transmission. ImPcRemote do keep logs of IP addresses and other connection log data but can not access your computers remotely. For Apple Mac computers we tend to use Splashtop.

Third Party authorisation

Some services make it obvious that you are using a third party such as Microsoft mail however some may not. We make every effort to disclose with you when a third party will be used and when a third party obtains your data. Thanet Computer Solutions will be as transparent as possible when using third parties.

Protection of your data

We mainly use electronic system to keep your information. We also use paper-based files where necessary. We take every measure possible to ensure your personal data stays within our company and that is it safe from misuse, loss, modification, unauthorised access and disclosure. We also ensure that when working with a third party, they are protecting your information in line with GDPR.

By registering your consent to receive services or information from Thanet Computer Solutions, you confirm that you are at least 18 years old, or have your parent/guardian's permission to provide us with your personal information and enter into this agreement, and you agree to us collecting, storing and using your data as specified in our privacy policy which together with our Website Terms and conditions.

How long do we keep your data?

We only keep your data if needed and governed by law. Some services and third parties require us to keep data for a set period by law. We also must keep some of your data for HMRC and tax purposes. Any data that is not required is securely shredded/deleted.

Your rights

As outlined by GDPR you have the right to question us on the information we hold about you at any time. We must then present all information we hold to you. You always have the choice to revoke your personal data from us apart from data that is needed by law. You may also request we update your personal information if you think the data, we hold is inaccurate.

How to contact us

If you require any changes to be made or have any questions relating to this document or your data please contact us on 01843 265075 or by email at sam@thanetcomputersolutions.co.uk. You can also write to us at 53, Pierremont Avenue, Broadstairs, Kent, CT10 1NT.

Changes to this policy

We occasionally need to update this policy as we see fit and reserve the right to do so. Any updates will be published on our website with a revision number and date.