

Privacy Policy

Rev 1.0 – 03/03/2020

Your privacy is very important to us. This policy explains what personal information we gather, how it's 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 always. 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.

Website...

Logging Data

Like many site operators, we collect information that your browser sends whenever you visit our Site. This Log Data may include information such as your computer's Internet Protocol ("IP") address, browser type, browser version, the pages of our Site that you visit, the time and date of your visit, the time spent on those pages and other statistics.

In addition, we may use third party services such as Google Analytics that collect, monitor and analyse this which provides us useful information about our visitors.

Cookies

Cookies are files with small amount of data, which may include an anonymous unique identifier. Cookies are sent to your browser from a web site and stored on your computer's hard drive. Like many sites, we use "cookies" to collect information. You can instruct your browser to refuse all cookies or to indicate when a cookie is being sent. However, if you do not accept cookies, you may not be able to use some portions of our Site.

Security

The security of your Personal Information is important to us but remember that no method of transmission over the Internet, or method of electronic storage, is 100% secure. While we strive to use commercially acceptable means to protect your Personal Information, we cannot guarantee its absolute security.

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.

Links to Other Websites

Our Service may contain links to third-party web sites or services that are not owned or controlled by Thanet Computer Solutions. Thanet Computer Solutions has no control over, and assumes no responsibility for, the content, privacy policies, or practices of any third-party web sites or services. You further acknowledge and agree that Thanet Computer Solutions shall not be responsible or liable, directly or indirectly, for any damage or loss caused or alleged to be caused by or in connection with use of or reliance on any such content, goods or services available on or through any such web sites or services.

Privacy...

How we collect information

We collect information on you via the following ways

- From our website contact forms
- From telephone conversations
- From email correspondence
- From 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.

Thanet Computer Solutions | Tel: 01843 265075 | Email: sam@thanetcomputersolutions.co.uk

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
Square	https://squareup.com/gb/en/legal/general/privacy-no-account
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/
Splashtop	https://www.splashtop.com/privacy
Webroot	https://www.webroot.com/us/en/legal/privacy
Acronis	https://www.acronis.com/en-gb/company/privacy.html
Weebly	https://www.weebly.com/uk/privacy
TSO Host	https://www.tsohost.com/legal/privacy-policy
Eversign	https://eversign.com/legal/privacy

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, Square 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 & Splashtop 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 & Splashtop do keep logs of IP addresses and other connection log data but cannot access your computers remotely or identify you personally.

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 23 Allenby Road, Ramsgate, Kent, CT12 6BA.

Changes to this policy

This Privacy Policy is effective as of the date above and will remain in effect except with respect to any changes in its provisions in the future, which will be in effect immediately after being posted on this page.

We reserve the right to update or change our Privacy Policy at any time and you should check this Privacy Policy periodically. Your continued use of the Service after we post any modifications to the Privacy Policy on this page will constitute your acknowledgment of the modifications and your consent to abide and be bound by the modified Privacy Policy.

If we make any material changes to this Privacy Policy, we will notify you either through the email address you have provided us, or by placing a prominent notice on our website.