

Privacy and Data Protection Notice

Thanet Computer Solutions Ltd

Company number: 11670684

Version: 2.0

Effective date: 01/09/2026

1. About us

Thanet Computer Solutions Ltd (“TCS”, “we”, “us” or “our”) provides managed IT services, technical support, cloud services, cybersecurity, hardware, software and related technology services.

Our registered office is:

Thanet Computer Solutions Ltd
The Marlowe Innovation Centre
Marlowe Way
Ramsgate
Kent
England
CT12 6FA

Telephone: 01843 265075

Email: support@thanetcomputersolutions.co.uk

2. Our data-protection roles

TCS may act as either a data controller or a data processor, depending on the circumstances.

We act as a **data controller** when we decide why and how personal information is used. This includes information used to manage enquiries, contracts, billing, suppliers, business relationships, our website, legal obligations and our own security.

We normally act as a **data processor** when handling personal information on behalf of an MSP client. In these circumstances, the client is the data controller and TCS processes information under the client’s instructions and the applicable service or data-processing agreement.

Where TCS acts as a processor, the client’s own privacy notice explains its purposes and lawful basis. Data-protection requests relating to information controlled by a client should normally be directed to that client.

3. Information we process

Depending on our relationship with an individual or organisation, we may process:

- Names, job titles and business contact details.
- Organisation, department and work-location information.
- Contract, service, quotation and billing information.
- Correspondence and support requests.

- User-account, access and permission information.
- Hardware, software, licence and device information.
- Asset numbers, serial numbers and other work-device identifiers.
- Technical, diagnostic, system and security information.
- IP addresses, connection records and audit logs.
- Details of IT work, approvals and changes made.
- Website and cookie information.
- Any other information reasonably necessary to provide an agreed service.

During remote or onsite support, our technicians may incidentally see information held on a client's systems. Access is limited to what is reasonably necessary to provide the requested service.

We do not normally require health information, financial information, disciplinary information or other special-category personal information for routine IT support. Such information should not be supplied unless it is genuinely necessary and an approved secure method has been agreed.

4. How we obtain information

We may obtain personal information:

- Directly from the individual.
- From a client, employer or engaging organisation.
- From an authorised manager or representative.
- Through enquiries, contracts and correspondence.
- From systems, devices and services that we manage or support.
- From cloud, security, backup and remote-support systems.
- From suppliers, payment providers and professional advisers.
- Automatically when someone uses our website.

Clients are responsible for ensuring they have authority to provide personal information to us and for giving affected individuals appropriate privacy information.

5. How we use information

We may use personal information to:

- Respond to enquiries and prepare quotations.
- Establish and manage client and supplier relationships.
- Deliver managed IT and technical-support services.

- Create and administer accounts, devices, software and permissions.
- Monitor systems and services for faults and security threats.
- Investigate incidents and prevent unauthorised access or misuse.
- Maintain records of support work and authorised changes.
- Communicate about services, incidents, renewals and security matters.
- Manage contracts, invoicing, payments and accounts.
- Meet legal, regulatory, insurance and tax obligations.
- Establish, exercise or defend legal rights.
- Operate, maintain and protect our website and business systems.
- Improve the quality, reliability and security of our services.

We do not use information received solely for client-user onboarding or IT administration for unrelated marketing.

6. Lawful bases

When TCS acts as a controller, we rely on one or more of the following lawful bases:

Contract

Processing may be necessary to enter into or perform a contract, provide requested services, manage a client or supplier relationship, and administer payments.

Legal obligation

Processing may be necessary to comply with tax, accounting, regulatory, court or other legal requirements.

Legitimate interests

We may process information where necessary for our legitimate interests or those of our clients, provided those interests are not overridden by an individual's rights.

These interests include:

- Operating and administering our business.
- Providing reliable IT services.
- Protecting networks, devices, accounts and information.
- Preventing and investigating security incidents.
- Maintaining support, change and audit records.
- Managing complaints and disputes.
- Improving our services and systems.

We assess the necessity and proportionality of processing based on legitimate interests and apply appropriate safeguards.

Consent

We rely on consent only where it is genuinely optional and appropriate, such as for certain non-essential website cookies. Consent is not normally used as the lawful basis for necessary service delivery or routine client IT administration.

Where TCS acts only as a processor, the relevant client determines the lawful basis.

7. Sharing information

We may share information with:

- The relevant client and its authorised personnel.
- TCS employees and contractors who need access to perform their duties.
- Cloud, hosting and productivity-service providers.
- Cybersecurity, monitoring and remote-support providers.
- Backup, communications and data-storage providers.
- Software vendors and distributors.
- Online form and service-management providers.
- Accounting and payment providers.
- Insurers, solicitors, accountants and other professional advisers.
- Regulators, courts, law-enforcement bodies or public authorities where required or permitted by law.
- A purchaser or successor if our business or relevant assets are sold or reorganised.

We only share information where necessary for an appropriate business, service, security or legal purpose.

Service providers handling personal information on our behalf are required to protect it through appropriate contractual, confidentiality and security arrangements.

8. International processing

Some suppliers may process information outside the UK.

Where UK data-transfer rules apply, we use an appropriate mechanism. This may include UK adequacy regulations, the UK International Data Transfer Agreement, the UK Addendum to approved contractual clauses or another safeguard permitted by law.

Information about the safeguards used for a particular service may be requested by contacting support@thanetcomputersolutions.co.uk.

9. Retention

We retain personal information only for as long as it remains necessary for the purpose for which it was collected.

The period will depend on:

- The duration of the client or supplier relationship.
- The length of the relevant user account or service.
- Security, technical and audit requirements.
- Contractual commitments.
- Legal, tax and accounting obligations.
- Applicable limitation periods.
- Active complaints, disputes or investigations.
- A client's documented instructions where we act as a processor.

Service, access and change records may be retained as part of a long-term security and audit history where they remain necessary to verify authorised activity or investigate incidents.

We review retained information periodically and securely delete or anonymise it when it is no longer required.

10. Security

We use proportionate technical and organisational measures designed to protect personal information against unauthorised access, alteration, disclosure, loss or destruction.

These measures may include:

- Access controls and account permissions.
- Multifactor authentication.
- Encryption.
- Endpoint and network protection.
- Security monitoring.
- Backups and recovery arrangements.
- Staff confidentiality obligations.
- Supplier and subprocessor reviews.

No system can be guaranteed completely secure. We review our safeguards in light of the information involved, available technology and relevant risks.

11. Individual rights

Where TCS acts as the controller, individuals may have the right to:

- Request access to their personal information.
- Ask for inaccurate or incomplete information to be corrected.
- Request deletion in certain circumstances.
- Request restriction of processing.
- Object to particular uses of their information.
- Receive certain information in a portable format.
- Withdraw consent where processing is based on consent.
- Complain to the Information Commissioner's Office.

These rights are not absolute and may depend on the purpose and lawful basis involved.

Where we rely on legitimate interests, individuals have the right to object. We will stop the relevant processing unless we have compelling legitimate grounds to continue or the information is required for legal claims.

Where TCS acts as a processor, requests should normally be sent to the relevant client as data controller. We will assist the client where required.

To make a request concerning information for which TCS is the controller, email support@thanetcomputersolutions.co.uk.

12. Cookies and website information

Our website may use cookies required for security and basic operation.

Where non-essential analytics or similar technologies are used, we request consent where required. Cookie choices can be managed through the website's cookie settings.

Further details should be provided through our cookie notice or cookie-preference tool.

13. Automated decisions

TCS does not currently use personal information to make solely automated decisions that produce legal or similarly significant effects on individuals.

14. Complaints

Please contact us first if you have concerns about how we handle personal information so that we can try to resolve them.

You also have the right to complain to the Information Commissioner's Office:

Website: <https://ico.org.uk/make-a-complaint/>

Telephone: 0303 123 1113

15. Changes to this notice

We may update this notice when our services, suppliers, business practices or legal obligations change.

The current version and effective date will be published on our website. Where a change materially affects how personal information is used, we will take reasonable steps to bring it to the attention of affected clients or individuals.

Continued use of our services is not treated as consent to a new processing purpose.

16. Contact us

Thanet Computer Solutions Ltd

Company number: 11670684

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