

GDPR - Data Privacy Notice

24/05/18

Independent Technical Solutions Ltd - Privacy Policy

We must ensure that your personal information is protected and not misused.

Our privacy policy explains what personal information we hold, how & why we collect it, your control over your data and our process to protect it (collected electronically and in person).

When you share your personal information with us, and by continuing to use our services, you are confirming that you have read and understood the terms of this privacy policy.

If you have any questions, please email us at enquiries.its@gmail.com

Privacy principles

Privacy policies are quite complicated so we have kept ours as simple as possible to protect your privacy and personal information in a suitable manner.

We will only ask for the personal information needed to provide and develop our services and products.

- You have control over the personal information we hold so that it is accurate and suitable.
- We make sure that your personal information is secure.
- We will be fair and transparent about how we use your personal information.
- Will not sell your personal information and will only share it according to our privacy policy or when asked by you.
- Take responsibility for the personal information that we hold about you.

What personal information do we collect?

We collect your personal information to provide and develop our services and products. It is defined as any information that may identify you and could consist of:

- Information you share with us

We collect personal information that you share with us when you contact us electronically, by telephone or in person. This may include your name, address, e-mail address and contact number. Often this is needed to provide you with a product or service that you have requested.

If updating your account information, you may need to provide us with optional information so that you can choose whether or not to provide it; you can also ask us to delete it at any time by contacting us by email or telephone.

- Information from products

As well as the information you share with us, we may collect and handle information directly from internet connected products and systems including information about their operational status.

- Information from your online interactions

We will gather and hold minimal personal information. The information may include the internet protocol address of the device you are using, the browser software you use, your operating system, the date and time of access, the internet address of the website from which you link through to our website and information on how you use our websites or apps. We use this information so that we can see how well our websites and apps are working, how they are used and what users look at most.

Cookies

We may use cookies on our websites and apps that we use will collect personal information about you. Any personal information that is collected will be used in accordance with this privacy policy. By continuing to use our websites and apps, you accept that cookies will be set on your device.



For further information, including on the types of cookies that we use and how to manage cookies placed on our websites, please refer to our cookies policy. Please note that we do not currently respond to Do Not Track (DNT) signals.

Information shared with us

We use your personal information as follows:

- To respond to your requests and communicate with you
- To provide services, support and important updates / bulletins about them

Information from our products

We may use the information collected from products and systems, as follows:

- To observe operational status if there is a problem so that we can let you know as soon as possible
- To improve our products, technology and services generally;

You may object to our monitoring of your products and systems, so please contact us to let us know.

Other potential uses of your personal information

We may need to use your personal information:

- in disputes or investigations relating involving our products
- to prevent fraudulent transactions
- to comply with legal obligations

What is our justification for handling your personal information in this way?

We have a legally required basis for handling your personal information in order to:

- provide you with products and services that you request

We also have a legitimate interest such as:

- detecting and preventing fraud
- keeping our products and services secure

We must also to comply with our legal obligations, eg, requests from regulatory and law enforcement authorities.

We will:

- Not give your personal information to anyone for their own marketing purposes
- Ensure that you have the option to stop receiving support and marketing correspondence.

Our system support

We may need to use your personal information to help you with the products and service, by e-mail, land mail, text and telephone including:

- Bulletins on the products or services that you have
- You can change the way that we contact you in the following ways:

Opt-In to contacting you

If you wish to receive bulletins and marketing information then contact us directly by telephone or email.

Changing your preferences

If you would like to change your preferences then contact us directly by telephone or email.

What personal information do we share with third parties?

We will not sell your personal information to anyone else and we will only share it as outlined in this privacy policy or when you ask us to.

We will need to share your personal information with certain third party service providers, such as delivery companies, processing of financial transactions, fraud avoidance, court orders or other legal requirements.

How long do we keep your personal information?

We will only hold personal information as long as it is essential for the reasons in our privacy policy, and for as long as we are required to keep it by law.

Your controls and choices

You may control the personal information to ensure that it is accurate and according to your preferences and you may:

- object to us using your personal information for some purposes
- limit our use of your personal information
- ask us to update or remove personal information
- ask us to provide your personal information to a third party provider of services.

These rights do not always apply, there are certain exceptions and we will always confirm your identity.

How do we protect your personal information?

We will protect your personal information appropriately, and review our procedures those regularly. Staff will be trained in protecting your personal information and we will require proof of identity before we share your personal information with you.

In the event that we suffer a security breach which compromises our protection of your personal information and we need to let you know about it, we will do so.

Children

Our websites, products and procedures are not directed at children. We do not knowingly collect any personal information from children. If we learn that we have inadvertently obtained personal information from a child, we will delete that information as soon as possible.

Changes to this privacy policy

We will review and update this privacy policy at least once a year and will update it onto our website.

Contact us

If you have any questions or complaints then contact us directly by telephone or email. You may also contact the relevant regulatory authority.