

## GDPR PRIVACY NOTICE

This Privacy Notice tells you what to expect in relation to personal information about you which is collected, handled and processed by IT Solutions Ltd.

IT Solutions Ltd, Leverford House, 219 Kingsbury Road, Kingsbury, London, NW9 8XG is the Data Controller.

We acknowledge and agree that any personal data of yours that we handle will be processed in accordance with all applicable data protection laws in force from time to time. With effect from 25 May 2018, the General Data Protection Regulations ("GDPR") will come into force, which will change the law.

The information about you we may collect, hold and process is set out below:

**(A)** Information collected and processed for providing you IT systems related support is as follows:

- \* · Your name
- \* · Your email address
- \* · Your telephone number
- \* · IP Addresses, hostnames of your IT equipment/systems, administrative accounts for IT equipment/systems
- \* · A log of our communications with you by email and telephone
- \* · Financial information (limited to invoicing for services and support contract)

This information will have been provided, or will be provided by you

### *How we use the information*

The above information is used to provide our services to you in our capacity as supplier of IT hardware and IT systems related support based on your requirements as set out below.

The information under A above may be used as follows:

- To provide you IT Systems related support as per support contract
- To keep you informed of any additional services offered by us

### *How we hold the information*

All the personal data we have is stored on our database in the UK.

### *Disclosure of your information*

Personal data shall not be transferred to a country or territory outside the EEA unless that country or territory ensures an adequate level of protection or the appropriate safeguards are in place for your rights and freedoms. Before such a transfer takes place outside of the EEA, we will provide you with further information concerning this.

What is the legal basis for processing the information?

We will rely on your consent to process the information marked with an \* above which is collected at the outset of a request for creating and supporting a new user on the IT System.

You currently have the right at any time to ask for a copy of the information about you that we hold. If you would like to make a request for information please email/contact IT Solutions UK Ltd

### *Retention of your data*

Your data will be retained for no longer than is necessary for the purpose obtained. IT Solutions UK Ltd will review the length of time data is kept for expired support agreements and dispose of the data when no longer required.

### *Withdrawal of consent*

You have the right to withdraw this at any time, in order to do so you should contact us by emailing [GDPRWithdrawConsent@ITSolutions.co.uk](mailto:GDPRWithdrawConsent@ITSolutions.co.uk)

### *Concerns*

If you have a concern about the way we are collecting or using your personal data, you should raise your concern with us in the first instance or directly to Information Commissioners Office at <https://ico.org.uk/concerns/>.

### *Contact*

Please address any questions, comments and requests regarding our data processing practices to [GDPR@itsolutions.co.uk](mailto:GDPR@itsolutions.co.uk).

### *Changes to the Privacy Notice*

This Privacy Notice may be changed by us at any time. This Privacy Notice will be updated in due course to comply with the further requirements under the GDPR which comes into force on 25 May 2018.