



Onsite PC/Laptop and Internet troubleshooting specialist

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PRIVACY POLICY

As you know, the new General Data Protection Regulations (GDPR) comes into law on 25th May 2018.

As a company, we are legally obliged to inform you that we currently hold your details within a secure database.

This privacy notice explains how we (Mobile Computer Services) use any personal information we collect. Please read this privacy policy carefully.

Topics

- What information we collect
- How we will use it
- Who we will share it with
- Legal basis for holding the information
- Access to your information and corrections
- Changes to our privacy notice
- How to contact us

What information we collect

We may collect all or some of the following information about you:

- Name
- Address
- Telephone number
- Email address
- Relevant Passwords

How we will use it

The information we hold is purely for maintaining our trading relationship and general communication purposes, and to allow us to provide technical support. We do not share the information with any third parties. We collect this information to allow us to work towards resolving the issue we have been called out to, or to allow us to help with day to day tasks (eg email setup, new computer installation etc)

It will also allow us to correctly invoice you and to ensure we send your messages to the correct location.

Who we will share it with

Any information we collect is strictly confidential and will not be shared with any 3rd party whatsoever

Legal basis for holding the information

For our customers, we have a legal and contractual basis for holding the information to allow invoicing for the service and to pass your messages to you.

If you are not a customer, we have a legitimate business interest in holding your data to allow us to advise you of the services we offer.

If we have received a business card from you, we will confirm your consent to retain your data, and confirm the purposes we will retain your data, in May 2018 and on an annual basis there after.

Access to your information and corrections

You have the right to request a copy of the information we hold about you. If you would like a copy of some or all of your personal information, please email or phone us using the details provided in the “How to contact us” section of this notice.

We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate. You may also ask us to remove all information about you held on file.

Data on Back Ups

Should any personal data being required to be changed on our database systems, we will only amend the live version of the database. Back-ups will not be altered unless they are used to replace the currently live database.

Back-ups of the databases are only held for five weeks and then are wiped.

Changes to our privacy notice

We keep our privacy notice under regular review.

How to contact us

Please contact us if you have any questions about our privacy notice or information we hold about you:

- By email: info@mobile-computerservices.co.uk
- By Phone: 07779 610840