

# SURE Computer Systems Limited

[www.surecomputers.co.uk](http://www.surecomputers.co.uk)

**Hempstead Road Business Centre, Hempstead Road, Holt, Norfolk NR25 6EE**

- New Systems • Upgrades • Repairs • Internet • Troubleshooting • Local Support •
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## SURE Computer Systems Limited Privacy Policy

### Introduction

Your personal data which by itself or with other data available to us, can be used to identify you. We are SURE Computer Systems Limited the data controller. This privacy policy sets out how we'll use your personal data. You can contact our data protection officer Mark Riseborough if you have any questions.

The types of data we collect and use.

We will use your personal data for the reasons set out below to manage the services or products we supply to you. The personal data we use may include:

- \* Full name and personal details including contact information (e.g. home address and address history, email address, home and mobile telephone numbers);
- \* Financial details (e.g. details of invoices and payment records);
- \* Records of products and services you have obtained or applied for, how you use them and the relevant technology used to access or manage them (e.g. programs, applications, remote support details, IP address, MAC address).

### Providing your personal data

We'll tell you if providing some personal data is optional including if we ask for your consent to process it. In all other cases you must provide your personal data so we can process your request for our services or products we supply.

### Sharing your personal data

Subject to applicable data protection law SURE Computer Systems Limited may share your personal data with:

- \* Sub-contractors and other persons to help us provide our products and services;
- \* Companies and other persons providing services to us; (e.g. Microsoft and Eset).
- \* Our legal and other professional advisers, including our auditors and accountants.
- \* Anyone else where we have your consent or where it is required by law.

### Criteria used to determine retention periods.

The following criteria are used to determine data retention periods for your personal data:

- \* Retention in case of your requirements. We'll retain your personal data as long as necessary to deal with your request and provision of our service or services.
- \* Retention in case of warranty. We'll retain your personal data as long as the warranty period is valid.

### Your rights under applicable data protection law.

Your rights are as follows (noting that these rights don't apply in all circumstances and that data portability is only relevant from May 2018):

- \* The right to be informed about our processing of your personal data;
- \* The right to have your personal data corrected if it's inaccurate and to have incomplete personal data completed;
- \* The right to object to processing of your personal data;
- \* The right to restrict processing of your personal data;
- \* The right to have your personal data is erased (the right to be forgotten);
- \* The right to request access to your personal data and information about how we process it;
- \* The right to move, copy or transfer your personal data (data portability).

You have the right to complain to the information Commissioners office. It has enforcement powers and can investigate compliance with data protection law: [ico.org.uk](http://ico.org.uk)

For more details on all the above you can contact our Data protection officer Mark Riseborough.