

Ashmore Park I.T. Limited Privacy Notice

At Ashmore Park I.T. Limited, we understand that we have a responsibility to protect and respect your privacy and look after your personal data.

This Privacy Notice, inclusive of our General Terms of Service, explains what personal data we collect, how we use your personal data, reasons we may need to disclose your personal data to others and how we store your personal data securely.

For clarity, Ashmore Park I.T. Limited may be both data controller and data processor for your personal data under certain circumstances.

We must advise that this policy is subject to change, so please check our website on a regular basis for any further changes.

Data Protection law will change on 25 May 2018

This Privacy Notice sets out your rights under the new laws.

Who are we?

Ashmore Park I.T. Limited is local I.T. computer shop for Laptop Repairs, PC Computer Repairs and Virus Removal based in Wednesfield, Wolverhampton, West Midlands. Ashmore Park I.T. Limited have a registered office at 13 Wolmer Road, Ashmore Park, Wednesfield, Wolverhampton, West Midlands WV11 2NL and our company number 04803254. Nick Down is the registered Data Protection Officer for Ashmore Park I.T. Limited. Our trading address is 82 Griffiths Drive, Ashmore Park, Wednesfield, Wolverhampton, West Midlands WV11 2JW.

How the law protects you

Data protection laws state that we are only able to process personal data if we have valid reasons to do so. The basis for processing your personal data includes, but is not limited to, your consent, performance of a contract, to enable billing and remittance, and to contact you for customer service purposes.

What type of data do we collect from you?

The personal data that we may collect from you with our online website form includes your name, email address, and information concerning your enquiry. All other data collected relates to employees and customer/supplier address details stored on our password protected payroll and accountancy software systems.

We merely process such data on your behalf, subject to our Terms and Conditions and you are responsible for any applicable legal requirements in respect of your content.

Who has access to your personal data?

Only the main administrators of our payroll and accountancy systems have access to your data which is password protected in all areas of our software processing systems. It is not used or provided to any third party for marketing purposes or otherwise.

How do we use your data?

We use information about you in the following ways:

- To process orders that you have submitted to us;
- To provide you with products and services;
- To comply with our contractual obligations we have with you;
- To help us identify you and any accounts you hold with us;
- To enable us to review, develop and improve the website and services;
- To provide customer care, including responding to your requests if you contact us with a query;
- To administer accounts, process payments and keep track of billing and payments;
- To detect fraud and to make sure what you have told us is correct;
- To review job applications, personnel and employment information;
- To provide you with information about products or services that you request from us or which we feel may interest you, where you have consented to be contacted for such purposes; and
- To inform you of service and price changes.

Retention periods

We will keep your personal data for the duration of the period you are a customer of Ashmore Park I.T. Limited. We shall retain your data only for as long as necessary in accordance with applicable laws.

On the closure of your account, we may keep your data for up to 7 years after you have cancelled your services with us. We may not be able to delete your data before this time due to our legal and/or accountancy obligations. We may also keep it for research or statistical purposes. We assure you that your personal data shall only be used for these purposes stated herein.

Your rights

In preventing the use or processing of your personal data, it may delay or prevent us from fulfilling our contractual obligations to you. It may also mean that we shall be unable to provide our services or process the cancellation of your service. You have the right to object to our use of your personal data, or ask us to delete, remove or stop using it if there is no need for us to keep it. This is known as your right to be forgotten. There are legal and accountancy reasons why we will need to keep your data, but please do inform us if you think we are retaining or using your personal data incorrectly. Our Privacy Notice shall be made clear to you at the point of collection of your personal data.

You can view, edit or delete your personal data through the Ashmore Park I.T. Limited administrator personnel at your own request. You can also make choices about Ashmore Park I.T. Limited' collection of your data and how we use it.

Accessing and updating your data

You must maintain the accuracy of your information and ensure all your details, including but not limited to, name, address, title, phone number, e-mail address and payment details are kept up to date at all times. You must do this by updating your personal details with the administrators of Ashmore Park I.T. Limited.

You have the right to access the information we hold about you. Please email your requests to enquiries@ashmorepark.co.uk so that we can obtain this information for you and email it to you securely via our encrypted email system or by hand in printed format.

Where we store your personal data

We follow accepted quality standards to store and protect the personal data we collect, including the use of encryption if appropriate.

All information you provide to us is stored on our secured password protected and encrypted internal systems. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access. Any sensitive data (payment details for example) are encrypted and protected.

Liability

We agree to take reasonable measures to protect your data in accordance with applicable laws and in accordance with our General Terms and Conditions.

Data Breaches

In the event of a data breach, we shall ensure that our obligations under applicable data protection laws are complied with where necessary.

Contact us

Please e-mail any questions or comments you have about privacy to us at enquiries@ashmorepark.co.uk or contact us by writing to the following addresses:

Ashmore Park I.T. Limited - 13 Wolmer Road, Ashmore Park, Wednesfield, Wolverhampton, West Midlands WV11 2NL

Ashmore Park I.T. Limited - 82 Griffiths Drive, Ashmore Park, Wednesfield, Wolverhampton, West Midlands WV11 2JW

Your right to make a complaint

You have the right to make a complaint about how we process your personal data to the Information Commissioner.