

MM PC Solutions - GDPR data protection policy 25/05/2018

The European General Data Protection Regulation (GDPR), came into force on May 25th, 2018. These changes have been deemed necessary due the vast increase of digital information we create, capture, and store.

It will change how businesses and public-sector organisations can handle the information of customers.

GDPR means that we at MM PC Solutions will be more accountable for handling people's personal information and as such we have updated our data protection policies.

We (MM PC Solutions) are a **Data Controller** under the terms of the **Data Protection Act 2018** and the requirements of the EU General Data Protection Regulation.

This Privacy Notice explains what Personal Data we hold, why we hold and process it, who we might share it with, and your rights and freedoms under the Law.

Types of Personal Data

MM PC Solutions holds your data (as per your request) in the following categories:

- Contact information such as business name, contact name, address, telephone numbers and email address
- Passwords when applicable
- Customer data (such as previous work performed) and correspondence
- Customer digital data (files) backup (offered as a separate service).

Why we process Personal (Customer) Data

"Process" means we obtain, store, update and archive data.

Personal (Customer) data is held for the purpose of providing you with appropriate, high quality service that you have requested.

- Customer data is held and used for appointment booking and reminders (Such as renewal dates of software), warranty information and previous worked performed.
- Customer digital data (documents, photo's etc.) will only be stored on our dedicated server for your back-up purposes only after signed consent. This is an additional service only and not standard practice.

How is your data protected and who do we share it with?

- All information whether in paper or digital form is stored securely.

- We do not share your data with any 3rd parties unless you specifically request us to do so.

What is the Lawful Basis for processing Personal Data?

The Law says we must tell you this.

- We hold customers data because it is in our legitimate interest to do so. Without holding the data we cannot work effectively to provide the service that you have requested.

Your Rights

You have the right to

1. Be informed about the personal data we hold and why we hold it.
2. Access a copy of your data that we hold by contacting us directly; we will acknowledge your request and supply a response within one month.
3. Check the information we hold about you is correct and to make corrections if not.
4. Have your data erased in certain circumstances.
5. Transfer your data to someone else if you tell us to do so and it is safe and legal to do so.
6. Tell us not to actively process or update your data in certain circumstances.

Access to your records

You have the right of access to the data that we hold about you and to receive a copy. You can request a copy in writing to us.

You have the right to access, correct, or delete the personal information that we collect. You are also entitled to object to or restrict, at any time, the further processing of your personal information.

How long is the Personal Data stored for?

We will store Customer personal data for as long as we are providing a service to you.

We will archive (that is, store it without further action) for as long as is required for legal taxation and insurance purposes.

What if you are not happy or wish to raise a concern about our data processing?

If you do not wish personal data that we hold about you to be used in the way that is described in this privacy notice, please discuss the matter with us first. You have the right to object; however, this may affect our ability to provide you an ongoing service.

The right to be forgotten: the law requires us to tell you about this right, but there are a number of compelling and legitimate reasons not to grant this request.

Please see: <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/right-to-erasure/>

Complaints

If you are unhappy with this policy, you can complain in the first instance to us and we will do our best to resolve the matter.

If this fails, you can complain to the:

Information Commissioner at www.ico.org.uk/concerns

Or by calling the Information Commissioner on 0303 123 1113.