

Iles Systems Privacy Policy

Introduction

At Iles systems Ltd we are committed to protecting and respecting your privacy.

This policy (together with our terms which are attached and any other documents referred to on it) sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.

The rules on processing of personal data are set out in the General Data Protection Regulation (the "GDPR").

1. Definitions

- **Data controller** - A controller determines the purposes and means of processing personal data.
- **Data processor** - A processor is responsible for processing personal data on behalf of a controller.
- **Data subject** – Natural person

Categories of data: Personal data and special categories of personal data

Personal data - The GDPR applies to 'personal data' meaning any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier (as explained in Article 6 of GDPR). For example name, passport number, home address or private email address.

Special categories personal data - The GDPR refers to sensitive personal data as 'special categories of personal data' (as explained in Article 9 of GDPR). The special categories specifically include genetic data, and biometric data where processed to uniquely identify an individual. Other examples include racial and ethnic origin, sexual orientation, health data, trade union membership, political opinions, religious or philosophical beliefs.

Processing - means any operation or set of operations which is performed on personal data or on sets of personal data, whether or not by automated means, such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction.

Third party - means a natural or legal person, public authority, agency or body other than the data subject, controller, processor and persons who, under the direct authority of the controller or processor, are authorised to process personal data.

2. Who are we?

Iles systems Ltd is the data controller. This means we decide how your personal data is processed and for what purposes. Our contact details are:

Tel: 01234 272010

Registered Address:

20 Lynn close
Elstow
Bedford
Bedfordshire, MK42 9YW

For all data matters contact the Data Protection Officer at the above contact or email;
gdpr@ilessystems.co.uk

3. The Purpose(s) of processing your personal data

We use your personal data for the following purposes:

- To manage your IT systems.
- To troubleshoot IT issues your company may be experiencing.
- To process your sales orders.
- To create and send purchase orders.
- To provide delivery information to suppliers and courier companies for order fulfilment purposes.
- To send you quotations, order confirmations, invoices and delivery notifications.
- To complete financial transactions.
- To make contact regarding products and services we think may be of interest to you.
- To refine and personalise our offline and online product and service offerings.
- Credit control and referencing.
- To prevent fraud or other criminal activity.
- To obtain and utilise online reviews from our service providers.
- Bookkeeping Services
- Payroll Services
- To provide statistical information about our website users to third parties for analysis purposes only. This will not include information used to identify you. We use Google Analytics and Bing Analytics to analyse information and we comply with their Terms of Service. Both Google and Bing Analytics do not identify individuals.
- You may give us information about you by filling in forms on our site www.ilessystems.co.uk or by corresponding with us by phone, e-mail or otherwise. This includes information you provide when you subscribe to any of our services or products, place an order, participate in discussion boards or other social media functions related to our business, enter a competition, promotion or survey and when you report a problem with our site.
- To comply with an official information request to the extent required by the law.

4. The categories of personal data concerned

With reference to the categories of personal data described in the definitions section, we process the following categories of your data:

- All data you provide or we otherwise collect or generate when you use our services or purchase any products from us, or when we or you communicate with the other in any way (such as quotation or other support requests), including the following.
- Individual or corporate names, addresses and e-mail addresses.
- Card or other payment details.
- Passwords and usernames.
- Purchase and payment history and transaction records.
- Contact details for any other individuals who are representatives for any customer who is a business or other organisation.
- Support, help and other communications exchanged.
- Online reviews and forum posts.
- Information about your visits to and use of our website, including your computer IP address and any other resources used.

- Use of Cookies. Our website uses cookies. You consent to our use of cookies in accordance with the terms of this policy. Cookies are text files containing small amounts of information sent by a web server to a web browser when you visit a website and are stored on your device. Cookies are then sent back to the originating website on each subsequent visit, or to another site that recognises that cookie. Cookies enable a website to identify and track users, allow users to navigate different pages on a website efficiently, remember preferences, personalise or target advertisements which may be of particular interest to you and generally improve a user experience. Cookies are used to enable some of the features on our website such as the log-in facility, shopping cart and blogging or commenting systems. Cookies do not contain any information that personally identifies you but personal information that we store may be linked by us to information stored in and obtained from cookies. When you use our website, you may also be sent third party cookies such as those used by Google Analytics to generate statistical information and report about the use of our website. Google will store this information and their privacy policy is available at: <http://www.google.com/privacypolicy.html>. Most web browsers have the ability to allow you to vary the browser settings to decline to accept cookies. However, if you block cookies you may not be able to access or use certain features of our website. Cookies stored on your device can be deleted. The method of doing so will depend upon your web browser. Instructions are usually available from the support service of your web browser.

5. What is our legal basis for processing your personal data?

- a) Personal data (article 6 of GDPR)

Our lawful basis for processing your general personal data:

- Processing necessary for the performance of a contract with the data subject or to take steps to enter into a contract Where it is necessary to fulfil a request you have made for assistance, information, goods or services prior to completion of a GDPR consent form.
- Processing necessary for compliance with a legal obligation. To comply with an official information request to the extent required by the law.

6. Sharing your personal data

Your personal data will be treated as strictly confidential, however, there sometimes we may need to share your personal data with third parties to request and receive additional technical support from hardware or software vendors, we may also need to supply your personal data to supply you with services such as Microsoft Office 365 or anti-virus products as well as to register warranty for purchased products. Your personal data will be shared only when necessary.

We may also need to share your data with the following:

- Contractors.
- Service providers.
- Payment Processors.
- Supplier and Manufacturing Partners.
- Legal Entities.

7. How long do we keep your personal data?

We keep your personal data for no longer than reasonably necessary. We only retain your data for as long as it is used to administer the purposes outlined in this notice, with the exception of where it is required to comply with relevant or applicable law.

8. Data Security

Iles systems Ltd take our responsibility to keep your data secure seriously and all storage and processing takes place at secure monitored location with all files on password protected servers and any transfers made via secure links.

9. Providing us with your personal data

You are under no statutory or contractual requirement or obligation to provide us with your personal data but failure to do so will result in us being unable to fulfil our obligations to you with regards to provision of support, services and information, supply or procurement of goods and financial transactions.

10. Your rights and your personal data

Unless subject to an exemption under the GDPR, you have the following rights with respect to your personal data:

- The right to request a copy of the personal data which we hold about you;
- The right to request that we correct any personal data if it is found to be inaccurate or out of date;
- The right to request your personal data is erased where it is no longer necessary to retain such data;
- The right to withdraw your consent to the processing at any time, where consent was your lawful basis for processing the data;
- The right to request that we provide you with your personal data and where possible, to transmit that data directly to another data controller, (known as the right to data portability), (where applicable i.e. where the processing is based on consent or is necessary for the performance of a contract with the data subject and where the data controller processes the data by automated means);
- The right, where there is a dispute in relation to the accuracy or processing of your personal data, to request a restriction is placed on further processing;
- The right to object to the processing of personal data, (where applicable i.e. where processing is based on legitimate interests (or the performance of a task in the public interest/exercise of official authority); direct marketing and processing for the purposes of statistics).

11. Transfer of Data Abroad

We do not transfer personal data outside the EU.

12. Further processing

If we wish to use your personal data for a new purpose, not covered by this Data Privacy Notice, then we will provide you with a new notice explaining this new use prior to commencing the processing and setting out the relevant purposes and processing conditions.

13. Third Party Link

Third party links may be discovered on our site. These third-party links have their own privacy policy, which you agree to when you click on the link. We are not responsible nor do we accept responsibility for third party links. Our liability covers us only on our site, and thus we do not accept liability for third party links as we have no control over them.

14. Changes to our privacy policy

Any changes we may make to our privacy policy in the future will be in this document and, where appropriate, notified to you by e-mail. Please check back frequently to see any updates or changes to our privacy policy.

15. Information Accessibility

We cannot withhold data we collect about you, as per The Data Protection Act 1998. This act provides you with access to any information we may hold on you. If you wish to have access about our data collection on you please pay our fee of £10. The fee covers our costs for processing your request and getting the data to you. Please use the contact details below to formulate your data access request.

16. How to make a complaint

To exercise all relevant rights, queries or complaints please in the first instance contact;

The Data Protection Officer
 Iles systems Ltd
 20 Lynn Close
 Elstow
 Bedfordshire, MK42 9YW
 Tel: 01234 272010
 E-mail: gdpr@ilessystems.co.uk

If this does not resolve your complaint to your satisfaction, you have the right to lodge a complaint with the Information Commissioners Office on 03031231113 or via email <https://ico.org.uk/global/contact-us/email/> or at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF, England

This document is subject to change

6. Revision History

Version	Date	RFC Number	Summary of Changes
1.0	11 May 2018	ISL 15007	

Document Review

Date of Next Scheduled Review
April 2019

Distribution

Name	Title

Approval

Name	Position	Signature	Date