

## **Who does this statement apply to**

The following statement applies to all our customers and trading partners, regardless of size of contract or even if the service is provided without charge.

## **What information we collect**

When entering into a transaction with ourselves for new equipment or repair of existing equipment, supply or support contract, we will collect such information as required in order to achieve the contract requested. This will include contact details, address, passwords and equipment configuration.

If you instruct us to carry out data recovery works, or if we need to backup your data in order to perform the works required, this data is held for the duration of the works and will be removed from our storage devices once completed. We do not hold your data for any purpose outside of the works instructed.

Data backup services. If we provide you services that include data backup, this data will be held / stored in relation to the purpose and rules of this service only and not used for any other purpose.

## **How we collect and use this information**

Information we collect from you will usually be verbal in the store, over the phone or onsite. You may also provide information to us by email or a written information or we may obtain details where necessary to carry out your instructions, from your equipment.

The information is logged on our repair / invoicing systems as part of the booking process. We do not use your data for marketing purposes but will potentially contact previous and current customers should our location or contact details change. This will be for the purpose of providing a means for past and present customers to contact us to raise any queries regarding previous purchase or repair. This will not be used as a direct marketing tool.

## **Confidentiality and who might we share your information with?**

Any relevant regulatory, governmental or law enforcement authority as required by law or in order to prevent fraud. This would only be handled by the directors of the company.

Third parties as necessary to:

- provide the products and services requested by you;
- protect the rights, property, or safety of our other customers, our employees, agents, consultants, contractors or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection.

All information and knowledge gained about you or your organisation, will be treated with in the utmost confidence outside of the above mentioned statements.

### **How long do we keep hold of your information for?**

How long we keep your information may vary.

We will generally keep records of any transactions you enter into for a minimum of six years for accounting purposes. Otherwise we will keep the information where appropriate for legitimate business needs.

We will keep other information about you if it is necessary for us to do so to comply with the law, regulations, or where appropriate for legitimate business needs.

If you wish to find out how long your information is held for with the third parties we share your information with, this can be provided at the time of organising the service for which we are sharing your data or at any time during the time the service is supplied.

### **How can I access the information you hold about me?**

You can see what information we hold about you by asking us for a copy at any time. There will be no charge for this information and we will reply within one calendar month. You will be required to make your request in writing with a minimum of 2 pieces of identification.

Once we are satisfied as to your identity we will send you a copy of all the data we hold concerning you.

### **What are your rights?**

Please contact us if you have any reason to believe the data we hold on you is inaccurate. You may review, correct, update or change your personal information at any time by contacting us as set out at the end of this Privacy Notice.

### **Changes to this Notice**

If our privacy notice changes in any way, we will place an updated version on this page. Regularly reviewing this page ensures that you are always aware of what information we collect, how we use it and under what circumstances, if any, we will share it with other parties. This Privacy Policy was last updated in May 2018.

## **How to Contact us**

Address your correspondence to: The Compliance Manager

By Post to:  
Central Computers (UK) Limited  
284 Brentwood Road,  
Romford  
Essex  
RM2 5TA

By Email to:  
[Admin@centcomp.co.uk](mailto:Admin@centcomp.co.uk)