

# **Data Protection law will change on 25 May 2018**

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

## **Who am I?**

I am Ian Thomson a freelance I.T. Consultant and Reseller. I run under Ian Thomson Freelancer and I.T. Turning Point. Based at 13 Mossbank, Cowdenbeath, Fife. KY4 9RT. I operate as a sole trader.

## **How the law protects you**

Data protection laws state that I am only able to process personal data if I have valid reasons to do so. The reasons I process your personal data include, but not limited to, your consent, performance of a contract, billing and to contact you.

## **How do I collect personal data from you?**

I receive information about you from you when you use my website, complete forms on my website, if you contact me by phone, email, live-chat or otherwise in respect of any of my products and services or during the purchasing of any such product. Additionally I also collect information from you when you sign up, enter a competition, promotion or survey or when you inform me of any other matter.

If you provide me with personal data about a third party, you warrant that you have obtained the express consent from the third party for the disclosure and use of their personal data.

Your personal data may be automatically collected when you use our services, including but not limited to, your IP address, device-specific information, server logs, device event information, location information and unique application numbers.

## **What type of data do I collect from you?**

The personal data that I may collect from you includes your name, address, email address, phone numbers, payment information and IP addresses. We may also keep details of your visits to our site including, but not limited to traffic data, location data, weblogs and other communication data. We also retain records of your queries and correspondence, in the event you contact us.

## **How do I use your data?**

I use information about you in the following ways:

- To process orders that you have submitted to me;
- To provide you with products and services;
- To comply with my contractual obligations I have with you;
- To enable me to review, develop and improve the website and services;
- To provide customer care, including responding to your requests if you contact me 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 me is correct;
- To carry out marketing and statistical analysis;
- To notify you about changes to my website and services;
- To provide you with information about products or services that you request from me 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 Ian Thomson Freelance or I.T.Turning Point. 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.

## **Who has access to your personal data?**

Ian Thomson and other Associates who carry out work for I.T. Turning Point may access your data to carry out the contract to which we agreed with you. Our email client for all business emails is through Gmail secure servers and accessed by use only through an SSL connection. No Third Party other than those mentioned above get access to your data.

## **Your rights**

In preventing the use or processing of your personal data, it may delay or prevent me from fulfilling my contractual obligations to you. It may also mean that I shall be unable to provide our services or process the cancellation of your service.

You have the right to object to my use of your personal data, or ask me to delete, remove or stop using it if there is no need for me to keep it. This is known as your right to be forgotten. There are legal and accountancy reasons why I will need to keep your data, but please do inform me if you think I am retaining or using your personal data incorrectly.

My Privacy Notice shall be made clear to you at the point of collection of your personal data.

You have the right to ask me not to process your personal data for marketing purposes. If you choose not to receive marketing communications from me about my products and services, you will have the choice not to choose these by ticking the relevant boxes situated on the pages either at sign up or in communication emails.

We will not contact you for marketing purposes unless you have given us your prior consent. You can change your marketing preferences at any time by unsubscribing from my emails or changing your preferences.

## **Accessing and updating your data**

You can ask me to reveal at any time the data I hold on you and ask me to update or delete the data.

You have the right to access the information I hold about you. Please email your requests to [ianthomson@itturningpoint.com](mailto:ianthomson@itturningpoint.com) so that I can obtain this information for you.

## **Use of cookies**

The use of our website allows for cookies to be used in various ways. There is an acceptance section on the website.

## **Links to other sites**

Ian Thomson and I.T. Turning Point may provide links to third party sites. Since I do not control those websites, I encourage you to review the privacy policies of these

third party sites. Any information that is supplied on these sites will not be within my control and I cannot be responsible for the privacy policies and practices of these.

## **Where I store your personal data**

I use the Gmail email system and their secure servers for all email transactions. I also use Mail chimp for marketing and mass communication emails through the Mail chimp servers.

All other information you provide to me is stored on my secured servers within the EEA. From time to time, your information may be transferred to and stored in a country outside the EEA in relation to provision of the services. The laws in these countries may not provide you with the same protection as in the EEA; however, any third party referred to above outside of the EEA has agreed to abide by European levels of data protection in respect of the transfer, processing and storage of any personal data. By providing your data to me, you agree to this transfer and storage. However, I will ensure that reasonable steps are taken to protect your data in accordance with this privacy notice.

As the transmission of information via the internet is not completely secure, I cannot guarantee the security of your data transmitted to our site and any transmission is at your own risk. Once I have received your information, I will use strict procedures and security features to try to prevent unauthorised access.

Any sensitive data (payment details for example) are encrypted and protected.

Where I have given you (or where you have chosen) a password which enables you to access certain parts of our website, you are responsible for keeping the password confidential. We ask you not to share a password with anyone.

## **Liability**

I agree to take reasonable measures to protect your data in accordance with applicable laws.

## **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.