

## Smile IT Ltd Privacy Policy

Hello, we're Smile IT Ltd. We offer computer and network support to businesses and home computer users.

At Smile IT we value our clients and we're committed to protecting your privacy so we make sure we protect any personal information you give us.

This documents, together with our [terms of use](#) for this site and our [cookies policy](#), will let you know exactly how we use and protect your personal information. And if you have any questions about it please just send us an email at [dataprotectionofficer@smileit.co.uk](mailto:dataprotectionofficer@smileit.co.uk) - we'd be delighted to help. Our postal address can be found in the "contact us" section of our web site.

Smile IT Ltd is registered under the Data Protection Act 1998. Incorporated in 2005, our Corporation Number is 5441151.

Below we have answered a range of questions to help you better understand how we protect your personal information:

### **What information do we collect?**

Personal information is any information that can be used to identify you. This personal information may include your name, email address, postal address, telephone or mobile number as well as how you came to find us or about our services or events.

### **Keeping your information up to date**

To make sure we always have the most up-to-date information about how to contact you, we may also, from time to time, update your records to reflect any changes to your personal information.

This information may come directly from you, or it may come from a third party that we consider is legitimate and trustworthy and in circumstances where it is appropriate and where you will have had a clear expectation that your details would be passed on for this purpose.

## **How do we use your personal information?**

1. To provide you with information (such as security software information), services or products you've requested or which we feel may interest you.
2. To analyse client spend trends in order to offer our clients best value for money and to offer appropriate services, e.g. regular support contracts.

## **What information do we collect?**

Personal information is any information that can be used to identify you. So, for any of our clients, or potential clients, we may collect and process the personal information that you've provided. We may also collect information from you if you complete a survey which we use for research purposes.

This personal information may include your name, email address, postal address, telephone or mobile number and records of responses to campaigns, as well as how you came to find us or about our services or events.

## **Keeping your information up to date**

To make sure we always have the most up-to-date information about how to contact you, we may also, from time to time, update your records to reflect any changes to your personal information.

This information may come directly from you, or it may come from a third party that we consider is legitimate and trustworthy and in circumstances where it is appropriate and where you will have had a clear expectation that your details would be passed on for this purpose.

## **How do we use cookies?**

We do not use cookies on our web site, although non-personal information may be gathered for the purposes of data analytics. This data is not personal and cannot be used to identify any individual.

## **How long do we keep your personal data?**

We always have your best interests at heart and your personal information will not be retained by Smile IT Ltd for longer than necessary in relation to the purposes for which it was originally collected, or for which it was further processed.

We review our data retention periods for personal information on a regular basis.

## **How will we contact you?**

We will only contact you in the normal course of our business or to inform you of changes to our policies or services that we offer.

However, of course, we will not contact you again if you ask us not to. You can contact us to change your contact preferences by emailing us at [dataprotectionofficer@smileit.co.uk](mailto:dataprotectionofficer@smileit.co.uk) or calling 01252 657737.

## **How will we handle your information and other organisations?**

We will not rent or sell your personal information to other organisations for use by them in any way, including in their own direct marketing activities.

However, where you have given us permission to contact you, we may pass on your information to external service providers to contact you on our behalf. For example, we may pass on your personal information to security software companies such as Avast Software where we know that you are a user of their products.

## **Sharing your information with third parties – keeping your information safe**

Where we use an external service provider to act on our behalf, we will disclose only the personal information necessary to deliver the service.

We may disclose your personal information to third parties if we are legally obliged to; or in order to enforce or apply our terms of use for this website or other agreements; or to protect the rights, property or safety of Smile IT Ltd or others. This includes exchanging information with other

companies and organisations for the purposes of fraud detection and protection, or with local authorities or social services for the purposes of the provision of health, legal or social care or treatment.

## **How best to protect yourself and your personal information**

To protect yourself when sending us sensitive information, please ensure that you use devices running supported operating systems that are regularly patched, and incorporate some form of malware protection. Only connect your devices to networks that you trust. Smile IT Ltd can help you with this.

## **Securing your passwords**

Where we have given you (or where you have chosen) a password which enables you to access certain parts our website, you are responsible for keeping the password confidential. You agree not to share that password with anyone else.

## **Following links to third party web sites**

Our website may include links to other websites, not owned or managed by Smile IT Ltd. Whilst we try our best to only link to reputable websites we cannot be held responsible for the privacy of data collected by sites not managed by Smile IT Ltd, nor can we accept responsibility or liability for those policies. For this reason you should consult the privacy policy on any external website you link to before you submit any data to those websites.

## **Where do we store your information?**

The personal information collected from you may be transferred to, and stored at, a destination outside the European Economic Area ("EEA"). It may also be processed by individuals operating outside the EEA who work for us or are working on our behalf. This includes staff engaged in, among other things, the processing of your payment details and the provision of support services.

By submitting your personal data, you agree to this transfer, storing and

processing at a location outside the European Economic Area.

At Smile IT Ltd we have taken all steps reasonably necessary to make sure that your data is treated securely and in accordance with this privacy policy. We have done our best to protect your personal data, and ensured that it will be held in compliance with European data protection regulations.

Unfortunately, the transmission of information via the Internet is never 100% secure and we cannot guarantee the security of your data transmitted to us over the internet. This means any such transmission is at your own risk.

In cases when we use external websites provided by other organisations such as Twitter, YouTube or Facebook, then we would ask you to consult their privacy policies.

## **Your Rights**

If you wish to exercise any of your rights, as listed below please write to us at [dataprotectionofficer@smileit.co.uk](mailto:dataprotectionofficer@smileit.co.uk):

- a. Access to your personal information;
- b. Objection to processing of your personal information;
- c. Objection to automated decision-making and profiling;
- d. Restriction of processing of your personal information;
- e. Your personal data portability;
- f. Rectification of your personal information; and
- g. Erasure of your personal information.

If you make a request relating to any of the rights listed above, we will consider each request in accordance with all applicable data protection laws and regulations. No administration fee will be charged for considering and/or complying with such a request unless the request is deemed to be excessive in nature.

Upon successful verification of your identity you are entitled to obtain the following information about your own personal information:

- a. The purposes of the collection, processing, use and storage of your personal data.  
The source(s) of the personal information, if it was not obtained from you.
- b. The categories of personal data stored about you.
- c. The recipients or categories of recipients to whom your personal data has been or may be transmitted, along with the location of those recipients.

- d. The envisaged period of storage for your personal data or the rationale for determining the storage period.
- e. The use of any automated decision-making and/or profiling.

You can make the above request by emailing [dataprotectionofficer@smileit.co.uk](mailto:dataprotectionofficer@smileit.co.uk) or by writing to:

Data Protection Officer  
Smile IT Ltd  
84 South Lane  
Ash  
Surrey GU12 6NJ

We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate.