

## Privacy Policy

Your data and privacy are important, and we will always handle them securely, fairly and legally. Data Productions complies fully with the General Data Protection Regulation (GDPR) and below we tell you about what data we collect and how we store and use it.

### What Information Do We Collect?

We keep all the data that you give us when you sign up with us. These are things like your name, address, email, telephone number etc.

If you call us we may record the call so that we have a record of what has been said. Similarly, we keep a record of all contact with you via email.

When you make a support call or purchase a service, we collect information so that we can invoice you and produce your itemised history for you including time of call, issue, and duration and resolution. We keep similar records for texts and faxes.

We may keep the IP address of your computer following a remote session, or interaction with one of our web applications or services that you have subscribed to such as Office 365.

### Where We Keep Your Data

All personal information provided to us is either stored on our secure servers located in the UK, or on the secure server's service providers that we have engaged to provide services on our behalf. Some services including back-up services that we use provide may store data on secure servers within the EU.

### What do we use personal information for?

The GDPR says that we are allowed to use and share your personal data only where we have a proper reason for doing so.

The permitted Legal Bases for processing are set out in article 6 of the GDPR. At least one of these must apply whenever we process your personal data:

- **Consent:** you have given clear consent for us to process your personal data for a specific purpose (for example, marketing)
- **Contract:** the processing is necessary for a contract we have with you, or because you have asked us to take specific steps before entering into a contract.
- **Legal obligation:** the processing is necessary for us to comply with the law (not including contractual obligations).
- **Vital interests:** the processing is necessary to protect someone's life.
- **Public task:** the processing is necessary for us to perform a task in the public interest or for our official functions, and the task or function has a clear basis in law.
- **Legitimate interests:** the processing is necessary for our legitimate interests or the legitimate interests of a third party unless there is a good reason to protect your personal data which overrides those legitimate interests.

Here is a list of the ways that we may use your personal information, and which of the Legal Bases outlined above we rely on to do so.

Business Function	Why we use your information	Legal Basis
IT Support / Managed Services	To provide you with customer services and technical support via phone, email or remote support	Contract

Hardware Orders	To supply you with computers, networking equipment and accessories	Contract
Software Orders	To supply you with bespoke, off the shelf software or subscription products	Contract
Service Notifications	Informing you of regulatory changes, service changes, maintenance periods etc	Legitimate Interest
Marketing	Informing you of new products, services and offers	Consent
Website Analytics	To obtain statistics on the usage of our website	Legitimate Interest

## Who We Share Your Information With And Why

Data Productions works with a limited number of trusted suppliers to provide the high-quality services you expect from us. In all cases our suppliers have been carefully vetted and only the minimum personal data is shared in order to fulfil your orders or provide the services you have requested.

Your data may be shared with the following categories of third parties:

- **IT Service Providers, Broadband and Telephony providers** - so that we can provide you with access to our products and services
- **Hardware suppliers and delivery companies** - if you order computers, networking equipment or accessories from us.
- **Software Suppliers** – if you order bespoke software, websites and/or applications, Office 365, back up services or similar from us.
- **Website analytics** - We use Google Analytics to supply statistics on the usage of our website.

We also have a legal obligation to share data in response to properly made requests from

- **Law enforcement agencies** - for the prevention and detection of a crime, for the purpose of safeguarding national security or when the law requires us to, such as in response to a court order or other lawful demand or powers contained in legislation.
- **Regulatory bodies** such as the Information Commissioner's Office.

We will never share or sell your personal information with any third-party marketing company

## How Long Do We Keep Your Personal Data?

We keep your data while you have a relationship with us, and sometimes for a longer period, depending on whether there are legal or regulatory reasons for doing so.

Contact details, account details and payment history must be retained for seven years.

## Transfers to Third Countries

We will not transfer your personal information to countries outside of the European Economic Area that do not have adequate data security law.

## Keeping in Touch with You

We want to keep you updated about our new products, services and any special offers that may become available. We will never share your personal information with any third-party marketing company.

You can opt-in or opt-out of receiving these messages at any time, either by emailing [optout@dataproductions.co.uk](mailto:optout@dataproductions.co.uk) or by using the 'unsubscribe' link contained in our marketing emails.

## What Are Your Rights?

You have the following rights under the GDPR:

- **The right to be informed.** Individuals have the right to be informed about the collection and use of their personal data. This privacy notice fulfils that requirement.
- **The right of access.** All or the information we have about you can be provided as a spreadsheet following a Subject Access Request which can be obtained by emailing [gdpr@dataproductions.co.uk](mailto:gdpr@dataproductions.co.uk)
- **The right to rectification.** If you find an error in your data that you cannot rectify yourself, please contact the Data Protection Officer via email [gdpr@dataproductions.co.uk](mailto:gdpr@dataproductions.co.uk) via telephone on 0330 223 2624
- **The right to erasure.** In certain circumstances, you have the right to request that we delete personal data held on you. This does not apply if we have a legal reason for retaining it.
- **The right to restrict processing.** In certain circumstances, you have the right to ask us to 'restrict processing of data'. This means we would need to secure your data but not otherwise use it. In practice this would involve suspending your account and therefore your access to our services.
- **The right to data portability.** You have a right to obtain some of the personal data we hold on you in a 'structured machine-readable' format. This information is available as a spreadsheet provided by emailing [gdpr@dataproductions.co.uk](mailto:gdpr@dataproductions.co.uk) to request this.
- **The right to object.** You have the right to opt-out of any marketing communications that we may wish to send you by emailing [optout@dataproductions.co.uk](mailto:optout@dataproductions.co.uk) or by using the 'unsubscribe' link contained in our marketing emails. You may opt back in at any time by emailing [optin@dataproductions.co.uk](mailto:optin@dataproductions.co.uk)
- **Rights related to automated decision-making including profiling.** Data Productions does not undertake automated decision-making (profiling) to any of your personal data.
- **Right to make a complaint.** If you have a concern about the way we are collecting or using your personal data, we request that you raise your concern with us in the first instance by emailing the Data Protection Officer, email: [dataprotection@dataproductions.co.uk](mailto:dataprotection@dataproductions.co.uk). Alternatively, you can contact the Information Commissioner's Office at <https://ico.org.uk/concerns/>

## Data Controller

The GDPR makes a distinction between organisations that process personal data for their own purposes, known as 'Data Controllers', and organisations that process personal data on behalf of other organisations, known as 'Data Processors'.

Data Productions is both a Data Controller and a Data Processor on behalf of our clients. Our registration number is ZA097784

## Cookie Notice

A cookie is a small file, typically of letters and numbers, downloaded on to your device (e.g. your PC) when you access our website or web applications. Cookies allow the website/application to recognise your device and so distinguish between the different users that access the site.

Session cookies will remember your selections as you use the site/application. These cookies are for the browsing session and not stored long term. No personal information is collected by these cookies.

You may delete or control the use of cookies through your browser settings, but this may limit the functionality of the website. The site and our computer systems have security measures in place with the aim of protecting the loss, misuse or alteration of the information 'users' provide to us.

Google Analytics cookies help us to make the website better for you by providing us with user statistics, for example: which pages are the most visited; how a user navigates the site. No personal information is collected by these cookies.

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