

Your right to restriction of processing

You have the right to ask us to restrict the processing of your information in certain circumstances.

Your right to object to processing

You have the the right to object to the processing of your personal data in certain circumstances.

Your right to data portability

You have the right to ask that we transfer the information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact Jackie Gardiner 119 Nelson Road, Whitton, Middlesex, TW2 7AZ

or by phone on +44 (0)20 8392 8693 or by emailing info@crestitservices.co.uk

How to complain

You can also complain to the ICO if you are unhappy with how we have dealt with your complaint about how we have used your data.

The ICO™ address is:

Information Commissioner™ Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1133

Under the General Data Protection Regulation (GDPR), the lawful basis we rely on for processing this information is your consent. You are able to remove your consent at any time. You can do this by contacting Jackie Gardiner on +44 (0)20 8392 8693 or by emailing info@crestitservices.co.uk

What we do with the information we have

We use the information that you have given us for the purposes of

- raising job sheets
- contacting you in regards to work being carried out or visits being made
- raising and emailing out invoices
- emailing you occasional newsletters and card

We will only ever use your details to contact you for the purposes described above.

We may share the information with other Crest IT Services employees and on site contractors and, with your permission, Crest IT partners.

How we store your information

Your information is securely stored in electronic or paper format at Crest IT Services: 119 Nelson Road, Whitton, Middlesex, TW2 7AZ

We keep your information for as long as is necessary to fulfil the purposes we collected it for,

Your information is disposed of by permanent deletion from the server or confidential shredding of hard copies.

Your data protection rights

Under data protection law, you have rights including:

Your right of access

You have the right to ask us for copies of your personal information.

Your right to rectification

You have the right to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure

You have the right to ask us to erase your personal information in certain circumstances.

Crest IT Services Ltd Privacy Notice

Version date: August 2019

Crest IT Services Ltd respects your privacy and is committed to protecting your personal data. This privacy notice will inform you as to how we use and look after your personal data and will also tell you about your privacy rights and how the law protects you.

If you have any questions about this privacy notice, including any requests to exercise your legal rights regarding data you share with us:

Please Contact:

Company Name: Crest IT Services Ltd

Company Address: 119 Nelson Road, Whitton, Middlesex, TW2 7AZ

Person responsible for data protection: Jackie Gardiner

Phone Number: +44 (0)20 8392 8693

E-mail: info@crestitservices.co.uk

The type of information we have

Personal information means any information about an individual from which that person can be identified.

We currently collect and process the following personal information from you when you consent for us to undertake work for you

First name, surname and title

Postal Address

Telephone number/s

Email address

Make/Model/Serial number of your machine/device

Please note we do not store passwords on our database. Any passwords given to us on the Customer Diagnostic Request Sheet will be shredded on completion of the job.

How we get the information and why we have it

The personal information we process is provided to us directly by you when you complete a Customer Diagnostic Request Sheet or pass the information on either face-to-face, by telephone, by post or by email.