

# IT West Ltd Privacy Notice

## Our contact details

Name: IT West Ltd

Address: 4 to 6 Dowren House, Foundry Lane, Hayle, Cornwall TR27 4HD

Phone Number: 01736 758370

E-mail: [team@itwest.co.uk](mailto:team@itwest.co.uk)

Date: 07 September 2021

## The type of personal information we collect

We currently collect and process the following information:

- **Personal identifiers**, contacts and characteristics (for example, name, E Mail Address, Phone number, Work location)
- **Purchases**. We collect data about the orders you place and purchases you make.
- **Your interactions with us**. We collect the content of messages, e-mails, letters or phone calls you send us, such as feedback and product reviews you write, or questions and information you provide for customer support. When you contact us, phone conversations may be monitored and recorded.

## How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

**Because you have agreed.** Where appropriate, we collect information about you with your consent. This is the case, for instance, when you fill in paper or online forms and choose to provide us with your information.

**Because we need it to execute or take steps to enter into a contract with you.** If you are one of our customers, we collect or use your personal data because it is necessary for the performance of a contract you are a party to, for instance to deliver goods you have ordered. We may also collect your information because you requested us to take steps prior to entering into a contract with us, for instance when you ask us to give you a quote.

**Because it is in our legitimate interest.** We also sometimes process your information in pursuit of our legitimate interests to:

- Carry out direct marketing activities and send you communications in that regard;
- Improve our business and operate it efficiently;
- Prevent fraud;
- Ensure general safety and security.

When we process your information on that basis, we always make sure that we balance our interest in having the information with your rights and reasonable expectations.

We share your personal data with your consent or as necessary to complete any transaction or provide any goods or services you have purchased. We may also share your details with suppliers or vendors we hire to carry out certain tasks on our behalf, and to exercise or defend our legal rights and fulfil our legal obligations.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

**(a) Your consent. You are able to remove your consent at any time. You can do this by contacting [team@itwest.co.uk](mailto:team@itwest.co.uk).**

**(b) We have a contractual obligation.**

**(c) We have a legal obligation.**

**(d) We have a vital interest.**

## **How we store your personal information**

Your information is securely stored on the IT West local network or in the Microsoft managed 365 Cloud infrastructure.

We retain all your information unless you request its removal under your right to erasure.

## 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 personal 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.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

**Your right to object to processing** - You have the right to object to the processing of your personal information in certain circumstances.

**Your right to data portability** - You have the right to ask that we transfer the personal 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 us using the details provided above if you wish to make a request.

## How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us using the contact details above.

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

The ICO's address:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>