

SOUTH WALES COMPUTER REPAIRS (SWCR) privacy notice.

Last updated: October 2018

Our Privacy Promise

- We promise to collect, use and store your personal data in a safe and secure way.
- We promise to only use your personal data for the specific purposes stated.

This privacy notice tells you what to expect when SWCR collects personal information about you when you contact us for repairs / sales / maintenance or supply us with goods and services. Whenever you provide such information we will only use your information in line with all applicable data protection laws, including the General Data Protection Regulation (GDPR). Your information will be kept in a secure environment and access to it will be restricted according to the 'need to know' principle. Any breach of this data will be reported to all affected individuals and the ICO in line with their current guidelines.

What information will we collect about you?

When you contact us by telephone, email, through our website or by calling into to our premises to request our services, we will collect the following information about you:

- Name
- Address
- Email address
- Phone number
- Signature (if you complete our booking in form at our premises)

Any passwords collected from you, which may be needed to undertake the work requested of us will be deleted from our records once the service has been provided and checked and tested by you. We advise that all customers change their passwords regularly and especially following any disclosure.

How will SWCR use the information it collects about me?

We collect information about you to process your order, manage your account and, if you agree, to email you about other products and services we think may be of interest to you.

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of your personal information, please email or write to us at the following address:

South Wales Computer Repairs

1-2 Usk Street

Newport

NP19 7BE

Email: Tracy@swcr.co.uk

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.

Your data may be shared with our sister company ICON Wales but your data will never be sold to any other third party. We undertake offsite data backups and all data is encrypted before any upload or download.

Cookies

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to track visitor use of the website and to compile statistical reports on website activity. We do not use cookies on our website.

How long will SWCR keep my information?

Your data will be kept for between 1- 7 years in line with HMRC guidelines for normal tax reporting purposes. Any account that has been inactive after this period will be deleted from our system.

Your personal details for marketing communications will be retained for the same period unless you tell us that you no longer wish to receive marketing messages about SWCR products and services.

We will keep your information within SWCR except where disclosure is required by law, for example to government bodies and law enforcement agencies.

We will keep this privacy notice under regular review and we will place any updates here. At the start of this privacy notice, we will tell you when it was last updated.