

Privacy Notice

Purpose

The purpose of this document is to inform you how we collect and use personal data about you, in regards to the General Data Protection Regulation (GDPR).

Who we are

The Technology Centre (Europe) Ltd
1 Greenland Avenue
Wymondham
Norfolk
NR18 0ER

0800 955 6631

How we collect your data:

- When you fill out our website contact form
- You contact us asking for quotations for work
- You use our services
- 3rd party referrals that you have ask work from

What types of information do we hold about you?

- Telephone Number (Office / Home / Mobile)
- Email addresses
- Office and Home addresses
- Information about your PC (Specification) and work conducted
- Website tracking information from Google Analytics

Why do we hold personal information?

- Providing services and goods
- Contacting your to arrange work/goods, you required
- Contacting you for payments

Data Sharing

We only share your data with a 3rd party when required. This will for one of the following reasons:

- A quote is required from a 3rd party that we are a reseller for. The normal case for this is software products that have licenses.
- Backup services that we resell, this is your contact details and address and not the data being backed up as this is encrypted before leaving your device
- Forensic Data recovery, you will be contacted before sharing your data with
- Domain name purchases on your behalf

Data Security

We use a number of different methods to ensure data security. These include but are not limited to strong password policy, endpoint protection on all devices, applying updates as and when they are released, encryption on devices where available and physical security.

Data Retention

We hold all data as long as we need for legal reasons. Once your data is no longer needed then we delete it as required.

When data recovery service is used all data is deleted 1 week after you have received it.

Data Requests / Erasing of Data / Processing Requests

Under GDPR you are entitled to request a copy of the data we hold about you and that you can ask us to delete your data or stop processing it, as long as it doesn't conflict with other legal requirements.

To do this, please do one of the following:

- email datarequest@thetechnologycentre.eu
- send your request to the address at the top of this notice
- phone

We will then contact you to discuss the best way to process your request.