



Privacy Notice - V1.1 – 21/11/23

Savvy IT has developed this policy because we want you to feel confident about the privacy and security of your personal information at all times.

1. Privacy Policy for Savvy IT, IT Support and IT Services
2. About
3. Policies
4. Privacy Policy
5. Accessibility Statement
6. Corporate Social Responsibility
7. Who are we?
8. Why do we have a Privacy Policy?
9. What does this privacy policy cover?
10. What personal information do we collect about you, and when do we collect it?
11. What personal information do we collect about you from other companies and organisations?
12. Do we share your personal information with anyone else?
13. For how long does Savvy IT keep personal information?
14. How can I find out what personal information Savvy IT holds about me?
15. How can I change the personal information Savvy IT holds about me?
16. How do we protect your personal information?
17. How do you find out about changes to our privacy policy?
18. Does Savvy IT's privacy policy protect me when I use Savvy IT's websites?
19. Do we use cookies?
20. Are third party sites covered by this policy?

Who are we?

Savvy IT is a provider of IT support, PC Repair and consultancy.

For the purpose of applicable data protection legislation (including but not limited to the General Data Protection Regulation (Regulation (EU) 2016/679) (the "GDPR"), the company responsible for your personal data ("Savvy IT" or "us") can be found here.

Why do we have a Privacy Policy?

We have developed this policy because we want you to feel confident about the privacy and security of your personal information. It describes how we collect, use and process your personal data, and how, in doing so, we comply with our legal obligations to you. Your privacy is important to us, and we are committed to protecting and safeguarding your data privacy rights.

When we refer to "personal information" in this privacy policy, we mean information, which identifies you as an individual, or is capable of doing so. Accordingly, we may hold and use data about you in your capacity as a consumer, a business customer, as an individual acting on behalf of a business customer, or in any other capacity, for example, when you visit our websites.



Privacy Notice - V1.1 – 21/11/23

Please read this privacy policy carefully. If you are visiting any of our websites or using any of our services, by continuing to do so, you indicate your agreement to our use of your personal information as set out in this privacy policy.

What does this privacy policy cover?

This privacy policy only applies to how Savvy IT deals with your personal information. It does not apply to any other company or to any other company's websites even if you access them through Savvy IT. If you disclose your personal information to other companies your information will be dealt with according to their privacy practices.

What personal information do we collect about you, and when do we collect it?

We may ask you for information to enable us to provide a service to you and we collect this information by telephone, in person, written correspondence or via a website. We may ask you for information including your name, private / business address, contact telephone numbers and email address. We may also ask you for other information that relates to the service you are using.

We collect information from visitors to our websites to help us to make improvements to the websites and to the services we make available. We know, for instance, how many visitors there are to each website, when they visited, for how long and to which areas of our website they went. We may share this information with our advertisers and to other companies which offer their goods or services on our websites. It helps to show these organisations how effective our websites are as sales channels for their products. You or any other individual cannot be identified from the information we share as the data is aggregated and anonymised.

We do not use this information to:

Analyse your visits to any other websites or track any Internet searches which you may make while on our website.

What personal information do we collect about you from other companies and organisations?

In rare circumstances we may receive personal information about you from other companies and organisations (for example, for marketing purposes) and we rely on these third parties to obtain your consent for us to use this information.

Do we share your personal information with anyone else?

We sometimes use other companies to provide services to you or to provide services to us. To enable them to do this, we may need to share your personal information with them. When we do so, these companies are required to act in accordance with the instructions we give them and they must meet the requirements of the Data Protection Act & GDPR to keep the information secure.

We may share your personal information with other companies so that they can contact you with details of other products or services you may be interested in. We will only do this if you have agreed to this and where the companies agree to use your personal information for that purpose only. If you have agreed to receive information about products and services from another company



Privacy Notice - V1.1 – 21/11/23

and later decide not to you will need to contact that company yourself to let them know. You can of course ask us not to continue to provide your personal information to any more companies in future.

We may provide information, in response to properly made requests, for the purposes of the prevention and detection of crime, and the apprehension or prosecution of offenders. We may also provide information for the purpose of safeguarding national security. In either case we do so in accordance with the Data Protection Act and GDPR. We also provide information when required to do so by law, for example under a court order, or in response to properly made demands, under powers contained in legislation.

For how long does Savvy IT keep personal information?

The time period for which we keep information varies according to what the information is used for. In some cases, there are legal requirements to keep data for a minimum period. Unless there is a specific legal requirement for us to keep the information, we will retain it for no longer than is necessary for the purposes for which the data was collected or for which it is to be further processed.

How can you access, amend or take back the personal data that you have given to us?

Even if we already hold your personal data, you still have various rights in relation to it. To get in touch about these, please contact us. We will seek to deal with your request without undue delay, and in any event in accordance with the requirements of any applicable laws. Please note that we may keep a record of your communications to help us resolve any issues which you raise.

Right to object: If we are using your data because we deem it necessary for our legitimate interests to do so, and you do not agree, you have the right to object. We will respond to your request within 30 days (although we may be allowed to extend this period in certain cases). Generally, we will only disagree with you if certain limited conditions apply.

Right to withdraw consent: Where we have obtained your consent to process your personal data for certain activities (for example, for profiling your suitability for certain roles), or consent to market to you, you may withdraw your consent at any time.

Data Subject Access Requests (DSAR): Just so it's clear, you have the right to ask us to confirm what information we hold about you at any time, and you may ask us to modify, update or delete such information. At this point we may comply with your request or, additionally do one of the following:

- we may ask you to verify your identity, or ask for more information about your request; and
- where we are legally permitted to do so, we may decline your request, but we will explain why if we do so.

Right to erasure: In certain situations (for example, where we have processed your data unlawfully), you have the right to request us to "erase" your personal data. We will respond to your request within 30 days (although we may be allowed to extend this period in certain cases) and will only disagree with you if certain limited conditions apply. If we do agree to your request, we will delete



Privacy Notice - V1.1 – 21/11/23

your data but will generally assume that you would prefer us to keep a note of your name on our register of individuals who would prefer not to be contacted. That way, we will minimise the chances of you being contacted in the future where your data are collected in unconnected circumstances. If you would prefer us not to do this, you are free to say so.

Right of data portability: If you wish, you have the right to transfer your data from us to another data controller. We will help with this – either by directly transferring your data for you, or by providing you with a copy in a commonly used machine-readable format.

Right to lodge a complaint with a supervisory authority: You also have the right to lodge a complaint with your local supervisory authority.

How can I find out what personal information Savvy IT holds about me?

If you want specific information please tell us and give us any relevant information to enable us to locate the information about you because this will speed up our reply. We may be able to provide the specific information you want without you having to make a formal request.

You can make a formal request if you want to know what personal information Savvy IT holds about you. In this case, please put your request in writing and send it to us. Our address can be found on our contact us page.

How can I change the personal information Savvy IT holds about me?

If the information we hold about you is inaccurate, please contact us to let us know and we will make the necessary amendments and confirm that these have been made.

How do we protect your personal information?

We are serious about guarding the security of your personal information and the details of any records kept. We take appropriate organisational and technical security measures to protect your data against unauthorised disclosure or processing. We use secure servers and strong passwords to store the information, including Emails, Remote support details, service requests and credentials.

How do you find out about changes to our privacy policy?

We may change our privacy policy from time to time. New policies will be published on our web sites.

Does Savvy IT's privacy policy protect me when I use Savvy IT's websites?

Savvy IT's privacy policy also applies to information collected when you use any of our websites. You do not have to register to access most of our websites. However, if you provide information via the "contact us" or any of the other interactive features, you indicate your consent to our use of your personal data in the manner described in this privacy policy.



Privacy Notice - V1.1 – 21/11/23

We will only ask you to provide such information as necessary to enable us to carry out the transaction in question. We will not use that information for any other purpose. You should note that some services are only available if you register on the website first.

Do we use cookies?

A "cookie" is a text file which is allocated by our server to your personal computer (PC) when you visit our website.

In addition to Google Analytics, our website uses open-source software for web analytics. That system uses "cookies" and those help us analyse how visitors use our website, allowing us to continually improve to best meet our visitor's needs. The information generated by the cookie about your use of the website (including your time and duration of visit, which pages you visited, browser used, IP address etc) will be stored on a GDPR compliant server and won't be shared with third parties, except, perhaps, as summary information such as the total number of hits.

You may refuse the use of cookies at any time by selecting the appropriate settings on your browser.

Are third party sites covered by this policy?

Third party Internet sites that you can link to from Savvy IT's websites are not covered by our privacy policy, so we urge you to be careful when you enter any personal information online. Savvy IT accepts no responsibility or liability for these sites.

Glossary:

Delete: while we will endeavour to permanently erase your personal data once it reaches the end of its retention period or where we receive a valid request from you to do so, some of your data may still exist within our systems, for example if it is waiting to be overwritten. For our purposes, this data has been put beyond use, meaning that, while it still exists on an archive system, this cannot be readily accessed by any of our operational systems, processes or Staff.

General Data Protection Regulation (GDPR): a European Union statutory instrument which aims to harmonise European data protection laws. It has an effective date of 25 May 2018, and any references to it should be construed accordingly to include any national legislation implementing it.

Staff: includes employees and interns engaged directly in the business of Savvy IT (or who have accepted an offer to be engaged) as well as certain other workers engaged in the business of providing services to Savvy IT (even though they are not classed as employees). For these purposes we also include employees of Savvy IT who are engaged to work on Clients' premises under the terms of MSP (Managed Service Provider) agreements. To be clear, 'Staff' does not include independent contractors and consultants performing services for Savvy IT fall within the definition of a 'Supplier' for the purposes of this Privacy Policy.

Suppliers: refers to partnerships and companies (including sole traders), and atypical workers such as independent contractors and freelance workers, who provide services to Savvy IT. In certain



Privacy Notice - V1.1 – 21/11/23

circumstances Savvy IT will sub-contract the services it provides to Clients to third party suppliers who perform services on Savvy IT' behalf.

Website Users: any individual who accesses any of the Savvy IT websites.