

## **PRIVACY and COOKIES POLICY**

### **Protecting your personal data**

IT Works are committed to protecting your personal data and information. This policy applies to any personal information or “data” that we collect from you. It covers how we:

- Collect
- Use
- Disclose
- Transfer
- Store
- Destroy / Remove your personal data
- It also covers the use of cookies on our websites and how you can control these in addition to how you can contact us

Our aim in writing this policy was to be as clear as possible, while including all of the information you might need to know going forward.

### **1. Our commitment to you**

We are committed to safeguarding your personal information and we comply with all data protection laws including:

- The GDPR - General Data Protection Regulations
- Data Protection Act 2018 and any regulations made under or to supplement the above, relating to the personal information that we collect about you

### **2. When do we collect personal information about you?**

We will only collect personal information necessary for the provision of service when you:

- Visit/access one of our websites or platforms
- Contact us by telephone, email, social media or any other form of messaging
- When you request information about our services or a quotation from us
- When you contract with us to provide our services
- When you are using our web applications as part of a service provided to your employer
- Whenever you enter into any transaction with us, whether it's in person or any other way

This may include your:

- Name
- Email address
- Postal address
- Telephone or mobile number
- Business information

As well as information about:

- Your use of our website / applications
- The purpose of your visit to our website or the reason you made contact with us

- Details of your visit to us

### **Requests for additional information**

Sometimes we will require you to provide further personal information. This may be if you contract specific services from us, or if you ask us to contact you with information that may be of interest to you. Whenever we do this, we will tell you why we are collecting this information and how we will use it.

### **Queries via social media**

Our social media pages Twitter, Facebook are not monitored. Any customer queries, questions or complaints should be emailed to [dpo@itworks.co.uk](mailto:dpo@itworks.co.uk).

### **IP addresses**

If you contact us online, we may monitor the type of device used. This may include specific identification, such as your IP address. We need this so we can monitor the use of our website and applications for security reasons.

## **3. How will we use this information?**

We do not sell customer data and will only use your personal information to provide details of our own products, and services which we believe will be of interest to you. In addition, we may use your information to:

- **Contact you**, if you have indicated a specific interest in our products or services.
- **Provide a relevant service**, for example **Network / IT Support Services or OASIS**.
- **Tailor our service to your location**, with your permission, we may use IP addresses and device identifiers to identify your location. We will use this for general, depersonalised statistical purposes.
- **Improve our service**, by analysing the information you provide us.
- **Marketing** - If you are interested in special offers, events and promotions we will ask for your permission to opt-in to our mailing list. In the event that you do not wish to receive this personalised service, you can unsubscribe from our emails or similar contact.

## **4. When will we contact you?**

We may contact you:

- **For legitimate purposes** aligned with our terms & conditions  
<https://www.itworks.co.uk/wp-content/uploads/2014/01/Website-Terms-and-Conditions.pdf>
- **In relation to a previous communication from you**. This includes any comment or complaint concerning us, our services, or products, or any previous contact we may have had with you.
- **If you requested further information** or signed up to our marketing whether directly through us or via a third-party provider.
- **If you have expressed an interest** in a specific product, or service.
- **To provide you with additional information** concerning our service or product.
- **For marketing purposes** if you have opted in, in accordance with this policy

## 5. Contacting you for marketing purposes

We will only contact you for marketing purposes, via email, SMS or phone. You can unsubscribe from any of those sources at any time.

### **Information emails/SMS/phone calls**

We offer regular information by emails, telephone and SMS communications concerning our services.

### **Tailoring our service to you**

We may personalise our communications with you based on the information you provide to us and the information we obtain when you use our platforms.

## 6. Keeping your information private

Your information will be kept private and confidential, except where we are obliged/permitted to share it with third parties by law (e.g. Government bodies, law enforcement and similar).

We will retain your information within our organisation, except:

- **At your request:** If you have requested that we share the information with you or have given your permission for it to be erased
- **To fulfil our contractual/similar obligations to you:** For example, in connection with any product you have purchased from us, or which you had previously sought to purchase from us

### **Destroying data**

We use suitable security certified third-party organisations specifically for the purpose of destroying or deleting any personal data.

## 7. Is there an age limit to who we can contact?

If you are under the age of 18, you should obtain your parents' or guardians' permission before you contact us – this is simply because of the nature of some of our products require we have a legal obligation to check you are over 18.

## 8. How long do we store your information?

We will not hold your information any longer than necessary and have specific retention policies for data collected through different channels.

## 9. Deletion of personal data “Right to be forgotten”

You can contact us at any time to request we delete the information we hold on you.

### **What do we do?**

Within reason, we will aim to make anonymous and/or delete any of the personal data which we hold in relation to you. It is in the nature of digital or computer records that we cannot guarantee that every trace or record of your personal data will be removed, but we will delete it as far as it is reasonably possible for us to do so.

#### **10. Finding out what personal information we hold.**

Under the General Data Protection Regulation, you have the right to request a copy of any personal information we hold about you and to have any inaccuracies corrected.

We do not charge a fee and we may require you to prove your identity (with two pieces of approved identification) before searching our records. At the present time, the information will be provided to you within one month of whichever of the following comes last:

- The date of submission of your request
- Establishment of your identity

#### **Identification that we accept**

The following are examples of the type of identification that we can accept in order to process your information request:

- Passport
- Driving licence
- Utility bill (from the past 3 months)

N.B. If we have previously established your identity and it matches the information you provide, this may be sufficient for the purposes of actioning your request. If you have not previously provided us with identification, then we may require you to provide copy documentation of the examples listed above in order to process your request.

The amount we charge and the period of time in which we are able to action your request may alter by law. If so, our policy will be amended.

#### **Any questions?**

So that we avoid any delays to your application, please address any questions concerning our privacy policy to [dpo@itworks.co.uk](mailto:dpo@itworks.co.uk) or write to us at the address given in the contact us section.

#### **11. Accessing our platforms from outside the UK.**

Depending upon your location, different privacy rules may apply as a matter of law. These are presently harmonised within the EU, but you should note that any personal information that we use or process is done so in accordance with the law applicable in England, Wales or Scotland, as appropriate.

#### **12. Web browser cookies.**

##### **What is a cookie?**

A cookie contains a small amount of data and (typically) a unique identifier. When you access any of our websites or platforms (or those of third-party providers) a cookie will be sent to your device. The

cookie records information about your online preferences and therefore allows us to tailor our websites and any contact with you to your specific interests.

**Why do we use cookies?**

The information we obtain by monitoring all visits to our websites enables us to improve, through anonymous analysis, our services to our customers and visitors.

Many websites use cookies in order to see whether a device has visited the website before. Any repeat visit is verified by finding the cookie left previously. By using cookies in this way, we can provide a better and more personal user experience.

Your web browser may also provide us with information concerning your device, such as an IP address or details about the browser you are using.

**N.B. You are able to change your cookies settings to control access to any device you are using.**

**Information about other websites**

We cannot control any information concerning websites other than those operated by us. You must refer to those websites for their terms and conditions and privacy policies.

**13. Changes to our privacy and cookies policy.**

We may make changes and update our privacy policy and our cookies policy from time to time and in accordance with updated legislation. Any such changes will be shown here as part of our privacy policy and will apply from the date that they are published. We are unable to contact you directly to inform you of these changes, other than in response to a specific request made to our Data Protection Manager as referred to above.

**14. Contacting us concerning our privacy and cookies policy.**

Please either write using the email address provided above, or via post to our registered office:

**Contact**

Scott Philip

**Email Address**

[dpo@itworks.co.uk](mailto:dpo@itworks.co.uk)

**Postal Address**

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