

- Maintenance Contracts
- Hardware & Software Supply
- Remote Monitoring & Support
- Off-Site Backup & Integrity Services
- Network Design & On-Site Consultation



Privacy Notice

Updated: 17th November 2018

This is privacy notice of Technocure Limited.

We respect your privacy and are determined to protect your personal data. The purpose of this privacy notice is to inform you as to how we look after your personal data when you visit our website (regardless of where you visit it from). We'll also tell you about your privacy rights and how the data protection law protects you.

This privacy notice is provided in a layered format, so you can navigate through to the specific areas set out below.

1. **Who we are and important information**
2. **The personal data we collect about you**
3. **How we collect your personal data**
4. **How we use your personal data**
5. **Who we share your personal data with**
6. **International Transfers**
7. **Data Security**
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9. **Your Legal Rights**
10. **Changes to this notice and your duty to inform us of changes**
11. **Queries, Requests or Concerns**

Technocure Ltd, Mercer House, Mercer Park, Charles Street, Clayton Le Moors, Accrington, BB5 5PS

Sales: 01254 457009 - Support: 01254 457008

Web: www.technocure.co.uk - Sales: sales@technocure.co.uk - Support: support@technocure.co.uk

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1. Who we are and important information

What is the purpose of this privacy notice?

This privacy notice aims to give you information on how we collect and process your personal data through your use of this website, including any data you may provide through this website when you sign up to our newsletter, purchase a product or service or take part in a competition.

This website is not intended for children and we do not knowingly collect data relating to children.

You must read this privacy notice together with any other privacy notice we may provide on specific occasions when we are collecting or processing personal data about you so that you are fully aware of how and why we are using your data. This privacy notice supplements the other notices and is not intended to override them.

Data Controllers

Technocure Limited is the data controller and is responsible for your personal data (collectively referred to as "Technocure Limited", "We", "Us" or "Our" in this privacy notice). Our contact details are

Address

Technocure Limited
Mercer House
Mercer Park
Charles Street
Clayton Le Moors
BB5 5PS

Telephone Number

01254 457009

For all matters regarding Data Protection, please contact our Data Protection Officer by phone using the above contact number or by post using the above address.

Third-party links outside of our control

This website may include links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy statements.

When you leave our website, we encourage you to read the privacy notice of every website you visit.

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2. The personal data we collect about you

Personal data, or personal information, means any information about an individual from which that person can be identified. You can find out more about personal data from the [Information Commissioners Office](#).

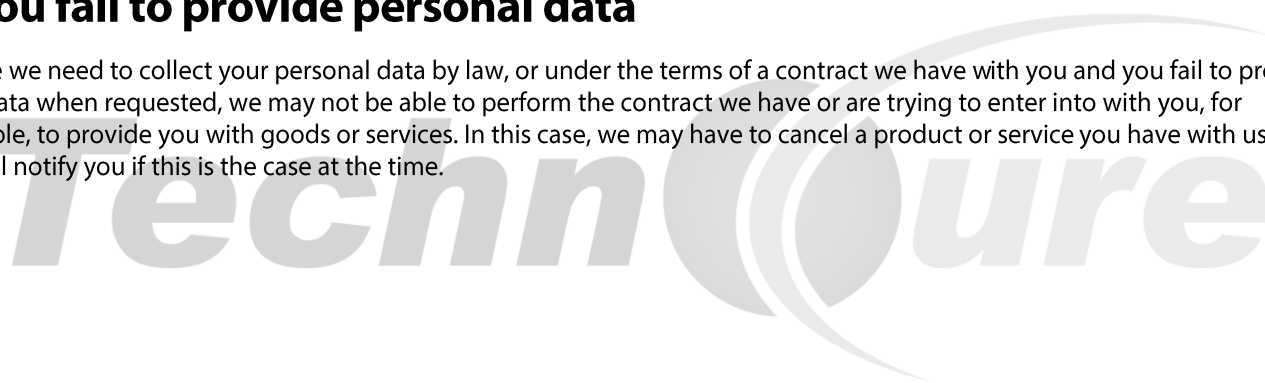
We may collect, use, store and transfer different kinds of personal data about you which we have grouped together.

- **Identity Data** includes First Names, Last Names, Usernames, Titles, Date of Birth and Gender.
- **Contact Data** includes Billing Address, Delivery Address, Email Address and Telephone Numbers.

We do not collect any special categories of personal data about you. This includes details about your race, ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, information about your health and genetic and biometric data. Nor do we collect any information about criminal convictions and offences.

If you fail to provide personal data

Where we need to collect your personal data by law, or under the terms of a contract we have with you and you fail to provide that data when requested, we may not be able to perform the contract we have or are trying to enter into with you, for example, to provide you with goods or services. In this case, we may have to cancel a product or service you have with us, but we will notify you if this is the case at the time.



3. How we collect your personal data

We use different methods to collect data from and about you including through:

- **Directly:** You may give us your Identity, Contact and Financial data by filling in forms or by corresponding with us by post, phone, email or otherwise. This includes personal data you provide when you
 - Apply for our products or services
 - Create an account on our website
 - Subscribe to our service or publications
 - Request marketing to be sent to you



4. How we use your personal data

We will only use your personal data when the law allows us to. Most commonly, we will use your personal data in the following circumstances:

- **Performance of Contract** this means processing your data where necessary for the performance of a contract to which you are a party or to take steps at your request before entering into such a contract.
- **Legitimate Interest** this means the interest of our business in conducting and managing our business to enable us to give you the best service or product and the most secure experience. We make sure we consider and balance any potential impact on you (both positive and negative) and your rights before we process your personal data for our legitimate interests. We do not use your personal data for activities where our interests are overridden by the impact on you (unless we have your consent or are otherwise required or permitted by law). You can obtain further information about how we assess our legitimate interests against any potential impact on you in respect of specific activities by contacting our Data Protection Officer using the contact details mentioned above.
- **Comply with a legal or regulatory obligation** this means processing your personal data where it is necessary for compliance with a legal or regulatory obligation that we are subject to.

GENERALLY, WE DO NOT RELY ON CONSENT AS A LEGAL BASIS FOR PROCESSING YOUR PERSONAL DATA OTHER THAN IN RELATION TO SENDING THIRD PARTY DIRECT MARKETING COMMUNICATIONS TO YOU VIA EMAIL OR TEXT MESSAGE. YOU HAVE THE RIGHT TO WITHDRAW CONSENT TO MARKETING AT ANY TIME BY CONTACTING OUR DATA PROTECTION OFFICER USING THE CONTACT DETAILS PROVIDED ABOVE.

Purposes for which we will use your personal data

We have set out below, in a table format, a description of all the ways we plan to use your personal data, with the legal bases we rely on to do so.

Note that we may process your personal data for more than one lawful ground depending on the specific purpose for which we are using your data. Please contact our Data Protection Officer if you need details about the specific legal ground, we are relying on to process your personal data where more than one ground has been set out in the table below.

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Purpose/Activity	Type of Data	Lawful basis for processing including basis of legitimate interest
To register you as a new customer	Identity and Contact	Performance of a contract with you and to deliver specific products and services

Marketing

We strive to provide you with choices regarding certain personal data uses, particularly around marketing and advertising.

We have established the following personal data control mechanisms

Promotional offers from us

We may use your Identity, Contact, Technical, Usage and Profile Data to form a view on what we think you may want or need, or what may be of interest to you. This is how we decide which products, services and offers may be relevant for you.

You will receive marketing communications from us if you have requested information from us or purchased goods or services from us or if you provided us with your details when you entered into a competition or registered for a promotion and in each case, you have not opted out of receiving that marketing.

Third-party marketing

We will get your express consent before we share your personal data with any company outside of Technocure Limited for marketing purposes.

Opting out

You can ask us or third parties to stop sending you marketing messages at any time by clicking the unsubscribe link at the bottom of the email or by contacting our Data Protection Officer using the contact information provided above.

Where you opt out of receiving these marketing messages, this will not apply to personal data provided to us as a result of A product or service purchase, warranty registration, product or service experience or for any other transaction between yourself and Technocure Limited.

Cookies

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You can set your browser to refuse all or some browser cookies, or to alert you when websites set or access cookies. If you disable or refuse cookies, please note that some parts of this website may become inaccessible or not function as intended. For more information about the cookies we use, please see <https://www.technocure.co.uk/legal/cookies>

Change of Purpose

We will only use your personal data for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If you wish to get an explanation as to how the processing for the new purpose is compatible with the original purpose, please contact our Data Protection Officer using the contact information provided above.

If we need to use your personal data for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so.

Please note that we may process your personal data without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.



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5. Who we share your personal data with

We may have to share your personal data with the parties set out below for the purposes set out in the table in paragraph 4 above.

- Internal Third-Parties
 - [Atera] – Private Cloud
Remote Management and Monitoring Platform – Used with our IT Maintenance and Support Services
 - [ConnectWise] – Private Cloud
Remote Management and Monitoring Platform is PSA integration – Used with our IT Maintenance and Support Services
 - [Sage Accounts] – Accounting Software
Accounts management software. This software is used to issue invoices and manage account balances.
 - [QuickBooks Accounting] – Accounting Software
Accounts management software. This software is used to issue invoices and manage account balances.
- External Third-Parties
 - [Mozy Pro] – Encrypted Off-Site Backup
Used for storing backup data off-site. Your personal information may be used to associate your data with your account. This is a prerequisite of the service.
 - [LiveDrive] – Encrypted Off-Site Backup
Used for storing backup data off-site. Your personal information may be used to associate your data with your account. This is a prerequisite of the service.
 - [Authorised Sub-Contractors] – Providing On-Site Technical Support
From time to time, we may need to send out an engineer to your location to perform on-site technical support services. During this time, for the engineer to perform their job in the correct manner, certain personal information will be disclosed to these engineers for example, Contact Names, Telephone Numbers and Addresses. Information that is not required by the engineer will not be disclosed without your prior written consent.
 - [Avast Cloud Care] – Managed Antivirus Software
Contact information may be disclosed to Avast in order to associate the license files with the client. No further information is disclosed.
 - [Webroot] – Managed Antivirus Software
Contact information may be disclosed to Webroot in order to associate the license files with the client. No further information is disclosed.

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- Third Parties to whom we may choose to sell, transfer, or merge parts of our business or our assets. Alternatively, we may seek to acquire other businesses or merge with them. If a change happens to our business, then the new owners may use your personal data in the same way as set out in this privacy notice.

We require all third parties to respect the security of your personal data and to treat it in accordance with the law. We do not allow our third-party service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions.



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6. International Transfers

We do not transfer your personal data outside of the European Economic Area (EEA).



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7. Data Security

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or access in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.



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8. Data Retention

By law we must keep basic information about our customers, including contact, identity, financial and transaction data for Six years after they cease being customers for Tax purposes.

In some circumstances you can ask us to delete your data: see your legal rights below for further information.

In some circumstances we may anonymise your personal data so it can no longer be associated with your for research or statistical purposes in which case we may use this information indefinitely without further notice to you.



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9. Your Legal Rights

Unless subject to an exemption under the data protection laws, you have the following rights with respect to your personal data:

- The right to request a copy of the personal data which we hold about you;
- The right to request that we correct any personal data if it is found to be inaccurate or out of date;
- The right to withdraw your consent to the processing at any time, where consent was the lawful basis for processing your data;
- The right to request that we provide you with your personal data and where possible, to transmit that data directly to another data controller, (known as the right to data portability), where applicable, ie. where our processing is based on consent or is necessary for the performance of our contract with you or where we process your data by automated means;
- The right, where there is a dispute in relation to the accuracy or processing of your personal data, to request a restriction is placed on further processing;
- The right to object to our processing of personal data, where applicable ie. where processing is based on legitimate interests (or in performance of a task in the public interest/exercise of official duty); direct marketing or processing for the purposes of scientific/historical research and statistics.

If you wish to exercise any of the rights set out above, please contact the data controller using the contact details provided above.

No fee required – with some exceptions

You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable admin fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we may refuse to comply with your request in these circumstances.

What we may need from you

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask for further information in relation to your request in order to speed up our response.

Time limit to respond

We try to respond to all legitimate requests within one month. Occasionally it may take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.

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10. Changes to this notice and your duty to inform us of changes

This version was last updated on the 17th November 2018. Historic versions can be obtained by contacting us.

Please keep us informed if your personal data changes during our relationship with us. It is important that the personal data we hold about you is accurate and current.



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11. Queries, Requests or Concerns

To exercise all relevant rights, queries or complaints in relation to this policy or any other data protection matter between you and us, please in the first instance contact our data protection officer using the contact details provided within [section 1](#).

If this does not resolve your complaint to your satisfaction, you have the right to lodge a complaint with the Information Commissioners Office on 03031231113 or via email <https://www.ico.org.uk/global/contact-us/email> or at the Information commissioner's Office, Wycliffe, House, Water Lane, Wilmslow, Cheshire, SK9 5AF, England, UK.



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