

GDPR / Privacy Notice

Who we are and how to contact us?

Techknowledgey Ltd is the Data Controller and is committed to protecting the rights of individuals in line with the Data Protection Act 1998 (DPA) and the new General Data Protection Regulation 2018 (GDPR). The Data Protection Officer is Dan Jones and can be contacted by email at dan@tld.co.uk or by writing to the company registered office.

What Personal information do we collect?

The personal data we collect can include: full name, job title, business name and address, email address, telephone number, IP address, mobile number, usernames, passwords and business banking details.

Some services may require a date of birth for account protection (e.g. Microsoft Office 365 Password Reset)

We will request these details from you when setting services up or maintaining them on behalf of you or your company.

What is our legal basis for processing your personal information?

We need to collect this information in order to supply your services and products and to fulfil our contractual obligations to you. In limited circumstances we may need to share your data with law enforcements agencies if legally required to do so.

If you have provided us with consent, we may also use your personal information to keep you informed of industry news and products and services which may be of interest to you.

How will we use the information we have about you?

We will use your information for processing and managing the services we supply to you. We will only collect personal data from you in order for us to provide and oversee our service to you and to fulfil our contractual obligations.

We or third parties, engaged by us in order to provide your service, may use information held about you in the following ways:

- To verify your identity when you use our services or contact us.
- To process your enquiries, orders or applications and to provide your service.
- To carry out credit checks and to manage your accounts.
- To monitor, record, store and use any telephone, e-mail or other electronic communications with you for training purposes, so that we can check any instructions given to us and to improve the quality of our customer service, and in order to meet our legal and regulatory obligations.
- To ensure that content from our site is presented in the most effective manner for you and for your computer.
- To provide you with industry news & updates, and information on products or services that you request from us or which we feel may interest you, where you have consented to be contacted for such purposes.
- To carry out any marketing analysis, profiling or create statistical or testing information to help us personalise the services we offer you and to understand what our customers want.
- To invite you to give feedback on our products and service via a third party review company (e.g. Trust Pilot, FreeIndex, Revoov etc)
- To analyse our services with the aim of improving them.

- To carry out our obligations arising from any contracts entered into between you and us.
- To recover any money you may owe to us for using our services.
- To allow you to participate in interactive features of our service, when you choose to do so.
- To tell you about changes to our website, services or terms and conditions.
- To prevent or detect a crime, fraud or misuse of, or damage to our networks and supplier networks, and to investigate where we believe any of these have occurred.
- To monitor network traffic from time to time for the purposes of problem solving, for example our automated system may monitor email subjects to help with spam and malware detection.
- To maintain the security, integrity and quality of our services which may include interception, monitoring or recording of communications in accordance with applicable law.

Do we share your information with anyone?

We will use your information for processing and managing the services we supply to you. We will also share your data with third parties who are contracted by us in providing these services to you (Service providers including but not limited to Live Drive, Microsoft, Google, Giacom World Networks, Heart Internet, BT and other agencies or a courier company if we needed to send you a package or letter).

All the personal data we process is processed securely by our staff in the UK however for the purposes of IT hosting and maintenance this information could also be located on secure servers within the European Union.

Microsoft may keep some information in the United States.

How long do we keep your personal information?

We will not retain personal information longer than is necessary to fulfil the purposes for which it was collected in order to supply products and services to you or as required by law.

Your personal information we use for marketing purposes will be kept with us until you notify us that you no longer wish to receive this information.

What are your rights?

You have a right to access your personal information, to object to the processing of your personal information, to rectify, to erase, to restrict and to port your personal information.

Any requests or objections should be made in writing to Dan Jones: -

Techknowledgy Ltd
(Registered Office)
2 Parkhill Rd
Hale
Altrincham
WA15 9JX

Email: dan@t ltd.co.uk

How do you make a complaint?

If you are unhappy with the way in which your personal data has been processed, you may, in the first instance, contact the Techknowledgey Ltd Data Protection Officer using the contact details above.

If you remain dissatisfied, then you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: -

Information Commissioner's Office,

Wycliffe House,

Water Lane,

Wilmslow,

Cheshire,

SK9 5AF

www.ico.org.uk