

NSM (Sidcup) Limited's Privacy Statement



Introduction

NSM (Sidcup) Limited (“we”/“us”) are committed to protecting and respecting any personal information you share with us.

This privacy notice will inform you as to how we look after your data, to outline your privacy rights and how the law protects those rights.

The privacy notice will describe what types of information we collect from you, how it is used by us, if and how we share this with others, how you can manage the information we hold and how you can contact us.

We will never send you unsolicited email or communications, nor will we share your data with anyone else who could. We will always give you the option not to receive marketing emails from us.

We do not sell your information to third parties, but we do work closely with selected partners who help us to provide you with the information, products and services that you request from us. For example, Microsoft for Office 365 Services, Cloud Service Partners who provide varying services from offsite backup to simple domain hosting on our behalf.

The contents of this statement may change and where possible we will contact you directly to notify you of these changes. We will also provide access to the most recent version of this statement via our website www.nsm.biz/privacy

This version of our Privacy Statement was last updated 17th May 2018.

What information do we collect?

We collect information about you and your organisation when you engage with our website, sales team, accounts department and the support team. We only collect information which is necessary, relevant and adequate for the purpose you are providing it for.

We collect information about you or your company when you use NSM (Sidcup) Limited's website, RMM / MDM applications and our customer services and technical support agents. Some of this information does not identify you personally, but provides us with information about how you use our services and engage with us (we use this information to provide technical support and proactive monitoring on a day to day bases and to improve our services).

The information we collect includes some or all of the following:

Identity Data this includes first name, last name, job title, username or similar identifier.

Contact Data this includes company or personal billing address, company or personal delivery address, company or personal email address and telephone numbers.

Financial Data this includes bank account and payment card details.

Transaction Data this includes details about payments to and from you and other details of products and services you have purchased from us.

Technical Data this includes internet protocol (IP) address, device type and name, your login data, browser type and version, time zone setting and location, operating system and platform and other technology and software on the devices you use and are connected to our RMM.

Marketing and Communications Data this includes your preferences in receiving marketing.

Miscellaneous Data this includes date and time you used our services, "Live Chat" records and any information within correspondence you send to us.

We also collect and use statistical data for contractual purposes. Statistical data may be derived from your personal data but is not considered personal data in law as this data does not directly or indirectly reveal your identity. For example, we may use your helpdesk usage data to calculate the amount of time spent providing support to a user(s). However, if we combine or connect this with your personal data so that it can directly or indirectly identify you, we treat the combined data as personal data which will be used in accordance with this privacy notice.

We do not collect any Special Categories of Personal Data about you (this includes details about your race or 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.

Should you fail to provide personal data

Where we need to collect personal data by law, or under the terms of a contract we have with you in order to provide a service 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). Under these circumstances, we may have to cancel a contract or service you have with us but we will notify you if this is the case at the time.

How do we use this information?

NSM (Sidcup) Limited will only process information that is necessary for the purpose for which it has been collected. You will always have the option not to receive marketing communications from us (and you can withdraw your consent or object at any time). We will never send you unsolicited 'junk' email or communications, or share your personal information with anyone else who might.

There are various ways in which we may use or process your personal information. We list these below:

Contractual and Legitimate Interests

We will only use your personal information as set out below where it is necessary for us to carry out activities for which it is in our legitimate interests as a business to do so.

Processing necessary for us to support customers with support contracts, sales enquires and integrated services.

1. To execute the contract, we are about to enter into or have in place with you.
2. Where it is necessary for our legitimate interests (or those affiliated 3rd party providers) and your interests.
3. To respond to correspondence, you send to us and fulfil the requests you make of us (for example: sales quotations, product information, technical support requests, site visits, audit requests or information about specific services we can provide).
4. To provide IT support and related services.
5. To analyse, evaluate and improve our services.
6. For product development purposes (for example to improve response ticket times, service automation and staff performance).

Processing necessary for us to operate the administrative and technical aspects of our business efficiently and effectively

7. To ensure the accuracy of information that we hold about you.
8. For network and information security purposes i.e. in order for us to take steps to protect your information against loss, damage, theft or unauthorised access.
9. To comply with a request from you in connection with the exercise of your rights (for example where you have asked us not to contact you for marketing purposes, we will keep a record of this in order to be able to comply with your request).
10. To inform you of updates to our terms and conditions and policies.

Generally, we do not rely on consent as a legal basis for processing your personal data other than in relation to sending direct marketing communications to you via email. You have the right to withdraw consent to marketing at any time by contacting us.

Legal Obligation

We may process your personal information to comply with our legal requirements

Vital Interest

Sometimes we will need to process your personal information to contact you if there is an urgent safety or security notice and we need to tell you about it.

Consent:

Where you have provided your consent, we may use and process your information to contact you from time to time about promotions, products, services or information which we think may be of interest to you.

Withdrawing Consent

You can ask us to stop sending you marketing messages at any time by contacting us privacy@nsmit.biz at any time.

Where you opted out of receiving marketing messages, this will not apply to personal data provided to us as a result of a product/service purchase, warranty registration, product/service experience or other transactions.

Change of purpose

We will only use your personal data for the purposes for which we collected it, unless it is deemed necessary that we use this for another reason and that reason is appropriate and compatible with the original purpose. Should you require an explanation as to how the processing for the new purpose is both appropriate and compatible with the original purpose, please contact us privacy@nsmit.biz at any time.

If we need to use your personal data for purposes unrelated to those outlined as originally intended, 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.

International transfers

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

Security of your Data

We have in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed.

Access to personal data is limited to employees, 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.

How do we share your personal information?

We do not sell your information to third parties, but we do work closely with third party suppliers who fulfil business activities for us (such as domain and email hosts, cloud service providers, hardware and software partners HPE, Dell, Microsoft etc.)

We take steps to ensure that any third-party partners who handle your information comply with data protection legislation and protect your information just as we do. We only disclose personal information that is necessary for them to provide the service that they are undertaking on our behalf. We will aim to anonymise your information or use aggregated none specific data sets where ever possible.

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 pertaining to services being provided on our behalf.

How long do we keep your information for?

We do not retain personal information in an identifiable format for longer than is necessary to fulfil the purposes it was originally collected for. If you are an existing customer or we will hold personal information about you for a longer period than if we have obtained your details as a perspective customer.

To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

As an existing customer under contract, data is retained during the period of said contract to fulfil the purposes it was originally collected for such as r the purposes of satisfying any legal, accounting, or reporting requirements.

Following the cancellation of contact or services, by law we have to keep basic information about our customers (including Contact, Identity, Financial and Transaction Data) for six years after they cease being customers for legal purposes.

The only exceptions to the periods mentioned above are where:

- the law requires us to hold your personal information for a longer period, or delete it sooner.
- Where you have raised a complaint or concern regarding a product or service offered by us, in which case we will retain your information for a period of 6 years following the date of that complaint or query.
- you exercise your right to be forgotten (where it applies) and we do not need to hold it in connection with any of the reasons permitted or required under the law. (see further How can I manage my information)

Should you exercise your right to be forgotten you can ask us to delete your data. Please contact us in writing to request this.

How can I manage my information?

You have the right as an individual to access your personal information we hold about you and make corrections if necessary.

You also have the right to withdraw any consent you have previously given us and ask us to erase information we hold about you. You can also object to us using your personal information (where we rely on our business interests to process and use your personal information).

You have a number of rights in relation to your personal information under data protection law. In relation to most rights, we will ask you for information to confirm your identity and, where applicable, to help us search for your personal information. Except in rare cases, we will respond to you within 30 days after we have received any request (including any identification documents requested).

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 fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we may refuse to comply with your request in these circumstances.

You have the right to:

1. Ask for a copy of the information that we hold about you and ensure the lawful processing of your data.
2. Correct and update your information. This enables you to have any incomplete or inaccurate data we hold about you corrected, though we may need to verify the accuracy of the new data you provide to us.
3. Withdraw your consent (where we rely on it). Object to our use of your information (where we rely on our legitimate interests to use your personal information) provided we do not have any continuing lawful reason to continue to use and process the information. When we do rely on our legitimate interests to use your personal information, we will always comply with your right to object;
4. Erase your information (or restrict the use of it), provided we do not have any continuing lawful reason to continue to use and process that information. You also

have the right to ask us to delete or remove your personal data where you have successfully exercised your right to object to processing, where we may have processed your information unlawfully or where we are required to erase your personal data to comply with local law.

5. We may not always be able to comply with your request of erasure for specific legal reasons which will be notified to you, if applicable, at the time of your request.
6. Transfer your information in a structured data file (in a commonly used and machine readable format), where we rely on your consent to use and process your personal information or need to process it in connection with your contract.

You can exercise the above rights and/or manage your information by contacting us using the details below:

Post: NSM Sidcup Ltd, The Mews, Hatherley Rd, Sidcup, Kent, DA14 4BH

Email: enquiries@nsmit.biz

Phone: 02083022626