

Terian Computer Services Privacy Policy

We understand that we have a moral and legal responsibility in respecting your privacy and taking care of any personal data we may hold about you. If you would like to contact us regarding your personal data, you can do this by phone, email or writing to us. Our contact details are at the bottom of this policy and can easily be found on our website. Any enquires regarding your personal data should be addressed for the attention of our Data Protection Officer.

The following policy explains how we collect, store and use personal data when you visit Terian Computer Services' (TCS) website, when you contact TCS or require our services and when we are processing personal data in accordance with the services we provide.

This policy also describes the types of data we collect, how we use this data to ensure we provide relevant and timely services to you, and your rights to control the way in which we use your data.

This policy defines our specific commitments, in compliance with and beyond the General Data Protection Regulation (commonly known as the GDPR) and the associated Data Protection Act.

This policy only covers your personal identifiable information and personal data that we process.

This policy does not cover the personal data processing activities of anyone for whom we process personal data as a data processor, i.e. in accordance with their instructions.

By visiting this website and in providing any personal data about yourself to us, you are confirming that you have read, understood and accept our policies and practices. If you are at all uncertain about any aspect of our policies and practices, please contact us and you are advised not to use this website until you are satisfied with our approach to managing and processing data.

Your personal information

Collecting personal data is essential for us to be able to provide you with services you request and in providing services to our customers.

We will only use your personal data for the legitimate purpose for which it was collected. We will always treat your personal data fairly, securely and with transparency. We will never use your personal data for any other purpose unless you have clearly agreed to it, or it is necessary for legitimate interests.

When we hold or use your personal data as a data controller we provide to you a privacy notice which sets out how your personal data may be used and the reasons for this, together with details of your rights.

Where we collect personal data from you directly, we will provide this privacy notice at the time we collect the personal data from you. Where we receive your personal data indirectly, we will provide this privacy notice when we first contact you or within a month, whichever is earlier.

We will provide this notice to you when you first have dealings with us. Further copies of our privacy notice are available on request.

Data Controllers/Data Processors

Please note where we process your data on behalf of a third party we will only process your data as a data processor, i.e. someone only processing data in accordance with the instructions of one of our customers.

We will not process your personal data as a data controller, i.e. someone is able to control and decide how personal data is used.

In processing your data you have the right to be provided with the personal data held about you and details of its use and the right to have certain of your personal data either erased or anonymised, referred to as the “right to be forgotten”.

These rights will normally only be exercised against a data controller of your data. The data controller is also responsible for issuing privacy notices.

The distinction between who is a data processor and who is a data controller may appear confusing and we would advise you contact us to discuss this matter so that we may assist you in identifying who is a controller and who is a processor.

Privacy

TCS respects your privacy and safeguards your personal data. We always aim to treat personal data with respect, and treat it as we would expect our own personal data to be treated. We will keep all your data secure and will not sell personal data to third parties.

What personal data do we collect?

You will be asked for personal data such as your name, address, telephone number, and email address when you make an enquiry or order services from us.

How do we use your personal data?

We use your personal data:

- to enter into a contract or arrangement;
- to comply with the law;
- to record your specific preferences

- for our own legitimate interests (eg internal record keeping, or improving our products or services), provided your rights are not impeded.

Transfer of data

If we transfer personal data about you outside the European Economic Area (EEA), we will ensure that all reasonable security measures are taken and that any 3rd party processors will be required to process the data in accordance with data protection laws and we will notify you in your privacy notice if we are the data controller. However we only currently store personal data within the European Economic Area (EEA). If one of our subcontractors (such as a payment processor) needs to transfer it outside of the EEA, then we will take steps to make sure there are adequate levels of privacy protection and to notify you if this is the case in your privacy notice.

Who we will disclose your personal data to

TCS does not sell, trade or rent your personal information to others. Where we collect your personal data directly, your details will be added to our database to process your request, and so that you can be kept up to date with relevant details relating to our products and services.

Your personal data may be required to be passed to a third party if they need it to fulfil your order(s) for our products and services, or to execute the communications we send to you.

Where we process your personal data as a data processor for a third party, then your personal data will be accessible to and may be transferred to the third party who is the data controller.

Except as set out above, we shall not disclose your personal data unless obliged to, or allowed to do so by law, or where we need to do so in order to run our business (e.g. where other people process data for us). In such circumstances, we will normally put in place confidentiality or non-disclosure undertakings and other arrangements to protect your personal data.

Marketing

You can opt-out of any marketing messages we may send you at any time using the 'unsubscribe' link in our emails.

Links

This website contains links to other websites. We are not responsible for the privacy practices of these other websites, and if you provide them with any of your personal data they will be a data controller of your personal data and you should read their own privacy policies before you provide them with your personal data. The policy described here applies only to personal data collected or processed by TCS.

Security

We employ a variety of technical and organisational measures to keep your personal data safe and to prevent unauthorised access to, or use, or disclosure of it. Unfortunately, no data transmission over the Internet is guaranteed 100% secure nor is any storage of data always 100% secure, but we do take all appropriate steps to protect the security of your personal data.

Rights regarding your personal data

You have a qualified right to access the data we hold about you. If you wish to do this please submit a request to The Data Protection Officer, Terian Computer Services Ltd, 22 Cornhill Road, Urmston, Manchester, M41 5TJ or by email to **teriansupport@terian.co.uk**

We will:

- tell you whether any of your personal data is being processed by us
- provide a description of the personal data, the reasons it is being processed, and whether it will be given to any other organisations
- provide to you a copy of your personal data and, where available, the source of the data.
- We will do this within the prescribed 1 month period allowed, however, should the request involve complicated data flows across multiple systems, this time period could be extended, but we will always make contact with you at the point a request is raised.

You also have a qualified right to have your personal data either erased or anonymised, which is commonly referred to as the right to be forgotten. If you wish to do this please submit a request to The Data Protection Officer, Terian Computer Services Ltd, 22 Cornhill Road, Urmston, Manchester, M41 5TJ or by email to **teriansupport@terian.co.uk**

We will

- Assess what if any of your personal data is covered by the right to be forgotten
- Explain to you the reasons for any personal data which is held by us not being subject to the right to be forgotten, for example its retention is required by law.

If you wish to invoke any of the other rights that you may have in relation to your personal data, for example rights to rectification, right to restrict processing, right to portability, right to object to processing and the right to object to automated decision making then you can only do so to the data controller. We may not always be the data controller of your personal data, so you may not always be able to invoke these rights against us.

Inaccuracies and correction

We endeavour to keep your personal data accurate and up to date. If you become aware of errors or inaccuracies, please email teriansupport@terian.co.uk

Changes to this policy

This Privacy Policy may change at any time, so you may wish to check it each time you visit our website. This page was last updated in May 2018.

Cookies

In order to provide you with the best, tailored experience of **terian.co.uk**, our site may need to place small text files, or 'cookies', on your computer.

Most cookies that we use are 'session' cookies and only exist for the time that you are using our site. They perform functional tasks such as remembering that you are logged in as you move from page-to-page, or to pre-load your personal details into forms to save you time.

We may also track cookies anonymously to fuel our site analytics and learn how to improve your **terian.co.uk** experience, and hone the relevance of our products and services.

We may also use cookies in our emails to track open rates and other performance indicators – again, so that we can continually improve the relevance and experience of our offering to you.

You can set your browser to reject all cookies. Please note that if you do this then certain areas of this website may not be able to function for you. Choose a browser setting that rejects third-party cookies but allows the benign, functional ones that make the good stuff work.

Consent

Your consent to the above policy is required for TCS to be able to provide you with the essential software and support for your specific needs. By consenting to this privacy notice you are giving us permission to process your personal data specifically for the purposes identified in the above policy. Under GDPR everyone has the right to withdraw consent at any time. Should you have concerns about any of the data we control on your behalf, please contact teriansupport@terian.co.uk who will guide you and explain the impact on the services we provide to you.

Disclosure

TCS will only pass on your personal data to:

Thoroughbred International – who provide the surrounding software for certain

Firesolve/Polisolve databases – where the need arises as a result of unresolvable errors within the software

TCS' certified accountant – to carry out an annual audit and produce our certified accounts

In order to comply with any legal obligation – this includes co-operation with the Police or for the purposes of regulatory or inspection compliance investigations.

Our legal advisors in the event of a dispute.

Contact Details

Please contact us if you have any queries about our privacy policy or information we hold about you at Terian Computer Services Ltd, 22 Cornhill Road, Urmston, Manchester, M41 5TJ or by email to **teriansupport@terian.co.uk**