

# GDPR PRIVACY POLICY

## Introduction to our Privacy document and GDPR

By May 25, 2018, additional processes were introduced for UK and EU residents in support of the General Data Protection Regulation (GDPR). This will give you the ability to:

- Request a copy of your personal data.
- Request account closure and deletion of your personal data.

More information on each feature is included in the sections below.

We are committed to safeguarding information we hold about our customers, suppliers and staff.

This policy applies where we are acting as a data controller and processing any personal data we hold.

The data controller at Birak IT is Baldeep Birak.

## How we use your data

### 1. Website Contact Form

From our website, any enquiry via the contact form is emailed to the owner of the business who will personally use the information (email or telephone) to respond back to your enquiry. Once this information is processed, the email is removed from the owners email account. The website will not store a copy of the email.

### 2. Website Cookies

Our website stores cookies to identify you by your external IP address (what your internet provider gives you). For many households, this changes on a weekly basis. However for businesses, this information may stay the same for months/years. This information is only used for customers who contact us via the contact form and allows us to see what pages of our website they visited before they contact us. If a company doesn't contact us, we cannot link the two parts of information and as such, this information is no benefit to us.

We only store information about visitors for a short time as we need this information for a secondary purpose to know if a third party is adding excessive load to our server to block their connection to our website. This enables us to keep the website running for other customers who want to know more about our business.

### 3. Customer Feedback

From time to time, we share feedback left via email or our service desk application. This is stored on our website. This may include your name and company. Sometimes we will remove the name and use your job title.

No telephone number or email address is stored. If requested we can make sure the feedback limited to the type of business and your job title to hide your name and company from the public.

### 4. Service Desk or Help Desk software

This software will store information on active customers. This will include, telephone, email and address. We use this information to respond to IT helpdesk enquiries along with any travel to attend to the address in question.

For inactive customers or staff at these companies, we will remove the personal information as this information is passed to us or the individual in question makes a request for this information to be removed.

### 5. CRM solution.

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We store information about businesses we are working with or looking to work with. If a business requests removal, we delete all the information we store about them.

## 6. Newsletter

We send out our newsletter approximately every 2 months. This is linked in with our CRM solution. We store a name and email about the companies we are looking to work with. As soon as the recipient clicks on unsubscribe, we remove their records from the system along with the CRM solution.

In addition to the above from the 8<sup>th</sup> May 2018 we updated all our contacts if they wish to remain or be removed from our system. We have cleaned up a number of contacts from this email.

## 7. Customers

We store information about our active customers regarding their contracts with Birak IT. We store a name, email, telephone and address. All customers are kept on the system until their accounts are fully up to date (with all invoices paid) before we can mark a customer inactive.

## 8. Proactive IT

As part of our IT service, we will record details of your IT equipment, including hardware manufacturer, serial numbers, license keys and software installed. Although this doesn't identify you, it will reveal info about your business and assets you own. This is shared with you on a monthly or quarterly basis to help with your accounts.

Regarding hardware specific monitoring, we use this to determine the health of your IT equipment and when it's likely due for replacement. If you do not wish for us to record this, then we would request you to cancel the Proactive IT solution.

## 9. Suppliers

We store information on our suppliers to help us contact them when we need to troubleshoot any software / hardware. In addition for purchasing new services. The information we store about suppliers will include email, telephone and address for the company in question. On termination of services or change of personal, we will update our records accordingly.

## 10. Backups internally

To safeguard data we store as a business we perform regular backups to comply with UK/EU laws. This will require records on companies we work with and any transactions for a number of years so we have records for Companies House, HMRC and so forth.

Our backups are locked away in a secure location (known to the directors of the company). With our backups, data is overwritten so that after a certain date, any deleted information we removed from our systems will also be removed from a backup with time.

## 11. Customer Backups

We store backups of customer data in a Data Center either in the UK or Germany (as of 2020) depending on the requested location from our customers. This is important to know with Brexit too. If companies store personal details in files (contact details, CVs etc) they will be also in a backup in our Data Centers for the time requested when using the service). If a company wishes for data not to be backed up, or backups to be turned off, we can action this and delete backups on request.

## 12. Accounting software

Similar to the point "Backups Internally" we keep contact details of key person at a company for accounting records as we invoice work we carry out. This information includes name, email, telephone number, address of the company (or home if they don't have a business premise). This is used for contacting and chasing customers of outstanding invoices overdue. If a company no longer

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works with us, personal details can be removed (except the company name and customers name) unless this is required by UK Government (including HMRC) for accounting purposes.

## 13. Sharing of your details

We never sell or share your personal data with any other organisation or person, except where mentioned on this document. In the event of the company being sold to another business, the new owners would take ownership of all the personal data we hold about you and your business.

For legal reasons we are likely to share a small amount of your data to our accountancy firm, Companies House and HMRC to comply with yearly company tax and monthly payroll.

## 14. Staff

This information is communicated with staff in full. To ensure confidentiality, we will limit this section as it's on public domain. We do keep staff contact details (name, number, email, address and next of kin) as this is used to contact staff for various reasons. We also ensure we have a known contact in case there was any emergency or manage absence and even overtime.

If a member of staff no longer works with Birak IT, we will remove this information from our systems. Staff members are not given contact details of a new employee as this is only with management for the wellbeing of that member of staff. In which case the new employee would personally be sharing this information with others colleagues as "friends" if they wish to socialise outside of work.

## Data Portability

You may request a copy of your personal data in an electronic format that you can take to other service providers. We will respond to your request within 30 days by providing a secure link to a location where the data can be downloaded.

## Your rights

Here is a summary of your rights. These are not a full list, but a simplified version. They are as follows:

- a. the right to access
- b. the right to rectification
- c. the right to erasure;
- d. the right to restrict processing
- e. the right to object to processing
- f. the right to data portability
- g. the right to complain to a supervisory authority
- h. the right to withdraw consent.

## Account Closure and Data Deletion

You may request to close your account. The following conditions apply:

- All products and services must be cancelled prior to closure and any service renewals. If there are any active products or services in the account, the account cannot be closed.
- All outstanding invoices must be paid in full before we can proceed with your request.
- All outstanding credit will be forfeited.
- You will no longer be able to log into your account after it is closed.

Upon closing your account, you may request that your personal data be deleted. It may take up to 30 days for account data to be deleted. After deletion, you will no longer be able to access your account and your account will be unrecoverable.

If you make a request to delete your personal data and that data is necessary for the products or services you have purchased, the request will be honoured (i) only to the extent it is no longer necessary for any Services purchased; or (ii) unless the data is required for our legitimate business purposes or legal or contractual record keeping requirements.

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## Amendments

We may from time to time, update this policy and publish a new version on our website. See footer with the current version of this file. We may notify you of the change if you are an active customer, supplier or staff member.

## Contacting Birak IT

We enclose up to date details about our company our telephone, address and company number (along with a contact form) on our website. Please visit <https://www.birakit.com/contact.php>

## Updates to this document

To save time going over this document, here is a summary of the changes made.

Version 1.0 – 21<sup>st</sup> May 2018 Original file

Version 1.1 – 11<sup>th</sup> Jun 2018 Updates to “How we use your data”

Version 1.2 – 14<sup>th</sup> Feb 2019 Proactive IT and how we use this data.

Version 1.3 – 10<sup>th</sup> Nov 2020 Review document to ensure up to date. Added points 11/12.

Version 1.4 – 29<sup>th</sup> Nov 2021 Review document. Update grammar and intro to make document easier to follow. Updated Helpdesk software. Added Staff section