

RockIT Limited Privacy Policy

At RockIT we have always been committed to protecting the data our customers entrust to our cloud services or in-house systems. Privacy goes to the heart of everything we do as a business. The General Data Protection Regulation (GDPR) is therefore a welcome opportunity to further refine our approach and ensure our customers can have complete confidence that they remain in ultimate control when they select RockIT as their service provider.

Your Privacy is Important to us

This notice informs you how we use the information you give us and how we protect your privacy. It also explains your rights under the UK Data Protection Act (update 2018) and the EU General Data Protection Regulations 2018. We abide by UK Law and our data protection regulator within the UK is the Information Commissioners Office (details below). Our licence number is ZA156595. This can be checked on www.ico.org.uk

Collecting of and purpose for your information

We offer I.T. services to our clients. To provide such a service, we may need to collect personal data such as name, address, contact details for Directors, partners, shareholders and nominated individuals by our client firms. This information may be required to personalise system hardware and software.

Your information may be used for ongoing administration and to contact you with any issues that are applicable to providing you our services or for our own business research and analysis.

Withholding of the required data may result in an insufficient service being provided.

We may obtain data from individual customers or from employer firms.

Sharing your data

We may share your personal data with the following organisations:

- Government Agencies or other regulated bodies as required
- We may verify your identity by searching publicly available records held by credit reference agencies
- Business partners, suppliers and sub-contractors for the performance of any contract we enter into with them on your behalf to provide our services to you.

We will not sell or share your information with any other third parties unless we have obtained additional consent from you.

Your rights regarding your data

- We will not hold your information for any longer than is necessary and as a maximum no longer than 6 years after you have terminated as a client of our firm unless there is a lawful basis for retention
- Should your data be inaccurate we will rectify this without delay
- Should you wish us to delete your data at any point, please contact the office as shown further below to make the request. This will be actioned unless there is a lawful basis for us to retain the information in which case you will be advised accordingly
- Should you wish to transfer your data to another organisation, please contact the office as below and we will organise this for you
- You can request access to your data at any time. We will provide you with a full copy within one month of your request
- You can withdraw consent to us holding and processing your information at any time. Please contact the office as below should you wish to do this
- We may provide you with updates and bulletins which are appropriate to your service on an ongoing basis – this will be explained to you if it is applicable. You can opt out of these should you wish to – contact us and advise us if you wish to

Document: RockIT Ltd Privacy Policy – May 2018
Date of Issue: 23rd May 2018

Head Office: York House, Queens Road, Barnet, Herts., EN5 4DJ
London Office: 40 Bedford Street, Covent Garden, London, WC2E 9ER
Email info@rockit.co.uk Web www.rockit.co.uk

Tel (+44) 020 8441 5444

Fax (+44) 020 8441 3555

Security

We have in place a full information security policy, business continuity and disaster recovery plans. We have adopted physical, technical, and organisational measures in so far as it is possible to ensure the security of Personal Data. We take data security very seriously and have in place what we feel is the most secure options available to store and transfer your data securely. We can provide details on request.

Our Contact Details

Should you wish to contact us in relation to any issues within this notice, please contact:

Clive London
RockIT Ltd
Unit 2, York House,
Queens Road,
Barnet, Herts.
EN5 4DJ

- You will be responded to as promptly as possible

Your right to complain

Should you wish to make a complaint in relation to data protection issues relating to our firm, you can contact us as above or you can contact our regulator as follows:

The Information Commissioner's Office

Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Tel: 0303 123 1113 (local rate) or 01625 545 745 if you prefer to use a national rate number

www.ico.org.uk

Consent

We are required under the Regulations to obtain your consent to our collection, processing, sharing and holding of your personal data. Please ensure you have read this notice fully and accept all that it contains. If you have any queries, please contact us directly. Please contact us should you not be able to read or understand this notice sufficiently.

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