

## What is the purpose of this Privacy notice?

To describe how we collect and use personal data about you in accordance with the General Data Protection Regulation (GDPR).

## What we need

BCS Ltd will be what's known as the "controller" of the personal data you provide to us. We only collect basic personal data about you which does not include any special categories of personal information about you (known as Special Category Data). However this does include but not limited to the following data; name, postal address, e-mail, telephone number, PC Name, IP Address, user name as examples.

## Why we need it

We need to know your basic personal data for a number of reasons including: provide goods and services to you that we are contractually obliged to deliver, process your orders, tell you about enhancements to our products and services that you purchase from us and provide you with marketing. We will not collect any personal data from you we do not need to provide and oversee our services to you.

## What We Do With It

We only ever use your personal data with your consent, or where it is contractually necessary:

- To enter into, or perform, a contract with you or your employers
- To comply with a contractual duty
- For our own (or a third party's) lawful interests, provided your rights don't override these.

In any event, we'll only use your information for certain legitimate business purposes, which include some or all of the following:

- Where the processing enables us to enhance, modify, personalise or otherwise improve our services/communications for the benefit of our customers
- To identify and prevent fraud
- To enhance the security of our network and information systems
- To better understand how people interact with our websites

Whenever we process data for these purposes we will ensure that we always keep your personal data rights in high regard and take account of these rights and at all times.

When we process your personal data for our legitimate interests, we will make sure that we consider and balance any potential impact on you (both positive and negative), and your rights under data protection laws. Our legitimate business interests do not automatically override your interests- we will not use your personal data for activities where our interests are overridden by the impact on you (unless we have your consent of are otherwise required or permitted to by law). You have the right to object to this processing if you wish, and if you wish to do so please email [GDPR@bcsltd.com](mailto:GDPR@bcsltd.com) . Please bear in mind that if you object this may affect our ability to carry out tasks above for your or your employers benefit.

## Where we keep it

We are based in the UK and we store our data within the EU. Some organisations which provide services to us may transfer personal Data outside of the EU, which we will only allow them to do if your data is adequately protected.

## How long we keep it

We will only use and store information for so long as it is required for the purposes it was collected. How long information will be stored depends on the information in question and what it is being used for.

We continually review what information we hold and delete what is no longer legitimately required. We will not retain your data for any longer than legitimately necessary.

## What are your rights?

We want to ensure that you remain in control of your personal data. Part of this is making sure you understand your legal rights, which are as follows:

- The right to confirmation as to whether we have your personal data and, if we do, to obtain a copy of the personal information we hold (this is known as a data subject access request)
- The right to have your data erased (though this will not apply where it is necessary for us to continue to use the data for a lawful reason)
- The right to have inaccurate data rectified
- The right to object to your data being used for marketing or profiling; and
- Where technically feasible, you have the right to personal data you have provided to us which we process automatically based on your consent of the performance of a contract. This information will be provided in a common electronic format

Please keep in mind that there are exceptions to the rights above and, though we will always try to respond to your satisfaction, there may be situations where we are unable to do so.

If you wish to raise a complaint on how we have handled your personal data, you can contact us via email [GDPR@bcsltd.com](mailto:GDPR@bcsltd.com) and we will investigate the matter.

If you are not satisfied with our response or believe we are processing your personal data not in accordance with the law you can complain to the information commissioner's office, the UK supervisory authority for data protection issues.