



Plan-IT Consulting Ltd

Data Privacy Policy

1. Introduction:

General Data Protection Regulation (GDPR) is designed to replace the current Data Protection Act 1998 in May 2018. GDPR intends to encourage better data protection systems, will introduce tougher fines for non-compliance and breaches and will give consumers more control over what companies can do with their data.

Plan-IT Consulting Ltd needs to gather and use certain data about individuals - these can include customers, suppliers, business contacts, employees and other people the organisation has a relationship with or may need to contact.

This policy describes how this personal data must be collected, handled and stored to meet the company's data protection standards — and to comply with the law.

2. Data Protection Law:

The Data Protection Act 1998 describes how organisations — including Plan-IT Consulting Ltd— must collect, handle and store personal information.

These rules apply regardless of whether data is stored electronically, on paper or on other materials.

To comply with the law, personal information must be collected and used fairly, stored safely and not disclosed unlawfully.

The Data Protection Act is underpinned by eight important principles. These say that personal data must:

1. Be processed fairly and lawfully
2. Be obtained only for specific, lawful purposes
3. Be adequate, relevant and not excessive
4. Be accurate and kept up to date
5. Not be held for any longer than necessary
6. Processed in accordance with the rights of data subjects
7. Be protected in appropriate ways
8. Not be transferred outside the European Economic Area (EEA), unless that country or territory also ensures an adequate level of protection

3. Plan-IT Consulting Ltd's Structure

Plan-IT Consulting Ltd (UK Registered company number 07168428) are a MSP (Managed services provider) founded in 2010 providing our customers with IT Services, Support and Telecoms.

4. Personal Data

'Personal data' means any information relating to an individual who can be identified, directly or indirectly, by reference to an identifier such as a name, identification number, location data, an online identifier or specific physical, physiological, genetic, mental, economic, cultural or social identity.

Plan-IT Consulting Ltd hold personal data about employees, customers, suppliers and other individuals for a variety of business purposes and may include:

- Name
- Job title
- Business address and telephone number
- Business email address
- Mobile phone number
- Employee information for internal records and accounting
- Customer/supplier bank details

5. How we use your data

Plan-IT Consulting Ltd uses the information held for the following:

1. Deliver services and support to you
2. Manage those services we provide to you
3. Train and manage the employment of our workers who deliver those services
4. Help investigate any worries or complaints you have about your services
5. Accounting and payments
6. Contact of customers, third parties and suppliers.

6. How we store and secure your data

We take the processing storage and security of your data very seriously, we have put in place appropriate physical and technical measures to safeguard the Personal Information we collect in connection with our services and correspondences. In addition, we limit access to your Personal Information to employees and/or third parties who have a business need to know. They will only process your Personal Information on our instructions and they are subject to a duty of confidentiality.

7. Your rights

Under the Data Protection legislation, data subjects have the following rights with regards to their personal information:

1. The right to be informed about the collection and the use of their personal data
2. The right to access personal data and supplementary information
3. The right to have inaccurate personal data rectified, or completed if it is incomplete
4. The right to erasure (to be forgotten) in certain circumstances
5. The right to restrict processing in certain circumstances
6. The right to data portability, which allows the data subject to obtain and reuse Their personal data for their own purposes across different services
7. The right to object to processing in certain circumstances
8. Rights in relation to automated decision making and profiling
9. The right to withdraw consent at any time (where relevant)

10. The right to complain to the Information Commissioner

8. Cookie Policy

Plan-IT Consulting Ltd uses cookies to make yours browsing experience better and to enable us to track web usage via Google Analytics, our website, <https://www.plan-it.co.uk> (hereinafter: "the website") uses cookies and other related technologies (for convenience all technologies are referred to as "cookies"). Cookies are also placed by third parties we have engaged.

For more information regarding cookies please visit allaboutcookies.org (External site – Plan-IT Consulting Ltd are not responsible for any pages maintained for external sites)

9. How to contact us or to complain

Write to us: Plan-IT Consulting Ltd, Unit 4A K-Line House, West Road, Ipswich, Suffolk. IP3 9SX

Email us: enquiries@plan-it.co.uk

Telephone us: 01473 723046