

## **BACKGROUND:**

Ander IT Systems Limited understands that your privacy is important to you and that you care about how your personal data is used. We respect and value the privacy of all our customers and will only collect and use personal data in ways that are described here, and in a way that is consistent with our obligations and your rights under the law.

### **1. Information About Ander IT Systems Limited:**

Ander IT Systems.

Limited Company.

Registered in England under company number 13491334.

Registered address: Unit 6-A Kay Brow Complex, 40 Kay Brow, Ramsbottom, Lancashire, United Kingdom

VAT number: 266860274.

Person in charge of GDPR compliance: Mr Alexander Pylypczuk.

Email address: [alex@ander.co.uk](mailto:alex@ander.co.uk).

Telephone number: +44 (0) 7974 737 599.

Postal Address: Unit 6-A Kay Brow Complex, 40 Kay Brow, Ramsbottom, Lancashire, United Kingdom.

### **2. What Does This Notice Cover?**

This Privacy Information explains how Ander IT Systems use your personal data: how it is collected, how it is held, and how it is processed. It also explains your rights under the law relating to your personal data.

### **3. What is Personal Data?**

Personal data is defined by the General Data Protection Regulation (EU Regulation 2016/679) (the “GDPR”) as ‘any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier’.

Personal data is, in simpler terms, any information about you that enables you to be identified. Personal data covers obvious information such as your name and contact details, but it also covers less obvious information such as identification numbers, electronic location data, and other online identifiers.

The personal data that Ander IT Systems use is set out in Part 5, below.

### **4. What Are My Rights?**

Under the GDPR, you have the following rights, which Ander IT Systems will always work to uphold:

11. **a)** The right to be informed about Ander IT Systems' collection and use of your personal data. This Privacy Notice should tell you everything you need to know, but you can always contact Ander IT Systems to find out more or to ask any questions using the details in Part 11.
12. **b)** The right to access the personal data Ander IT Systems hold about you. Part 10 will tell you how to do this.
13. **c)** The right to have your personal data rectified if any of your personal data held by Ander IT Systems is inaccurate or incomplete. Please contact Ander IT Systems using the details in Part 11 to find out more.
14. **d)** The right to be forgotten, i.e. the right to ask Ander IT Systems to delete or otherwise dispose of any of your personal data that Ander IT Systems have. Please contact Ander IT Systems using the details in Part 11 to find out more.
15. **e)** The right to restrict (i.e. prevent) the processing of your personal data.
16. **f)** The right to object to Ander IT Systems using your personal data for a particular purpose or purposes.
17. **g)** The right to data portability. This means that, if you have provided personal data to Ander IT Systems directly, are using it with your consent or for the performance of a contract, and that data is processed using automated means, you can ask Ander IT Systems for a copy of that personal data to re-use with another service or business in many cases.

For more information about Ander IT Systems' use of your personal data or exercising your rights as outlined above, please contact Ander IT Systems using the details provided in Part 11.

Further information about your rights can also be obtained from the Information Commissioner's Office or your local Citizens Advice Bureau.

If you have any cause for complaint about Ander IT Systems' use of your personal data, you have the right to lodge a complaint with the Information Commissioner's Office.

## **5. What Personal Data Do You Collect?**

Ander IT Systems may collect some or all of the following personal data (this may vary according to your relationship with Ander IT Systems).

- Name;
- Address;
- Email address;
- Telephone number;
- Business name;
- Job title;
- Profession;
- Payment information;

Your personal data will only be obtained directly from yourself.

## **6. How Do You Use My Personal Data?**

Under the GDPR, Ander IT Systems must always have a lawful basis for using personal data. This may be because the data is necessary for Ander IT Systems' performance of a contract with you, because you have consented to Ander IT Systems' use of your personal data, or because it is in Ander IT Systems' legitimate business interests to use it. Your personal data may be used for one of the following purposes:

- Providing and managing your account.
- Supplying Ander IT Systems' services to you. Your personal details are required for Ander IT Systems to enter into a contract with you.
- Personalising and tailoring Ander IT Systems' products and services for you.
- Communicating with you. This may include responding to emails or calls from you.

Supplying you with information by email or post that you have opted-in to (you may unsubscribe or opt-out at any time by contacting Ander IT Systems using the details provided in Part 11).

With your permission and/or where permitted by law, Ander IT Systems may also use your personal data for marketing purposes, which may include contacting you by email, telephone, text message and post with information, news, and offers on Ander IT Systems' products and services. You will not be sent any unlawful marketing or spam. Ander IT Systems will always work to fully protect your rights and comply with our obligations under the GDPR and the Privacy and Electronic Communications (EC Directive) Regulations 2003.

## **7. How Long Will You Keep My Personal Data?**

Ander IT Systems will not keep your personal data for any longer than is necessary in light of the reason(s) for which it was first obtained. Your personal data will therefore be kept for the following periods (or, where there is no fixed period, the following factors will be used to determine how long it is kept):

After six years any outstanding contractual liability between you and Ander IT Systems should have expired;

- Name;
- Address;
- Email address;
- Telephone number;
- Business name;
- Job title;
- Profession;
- Payment information;

## **8. How and Where Do You Store or Transfer My Personal Data?**

Ander IT Systems will only store or transfer your personal data in the European Economic Area. This means that it will be fully protected under the GDPR. Ander IT Systems' data is held on Microsoft Office 365 servers and Freshdesk servers. Microsoft's privacy statement can be found <https://privacy.microsoft.com/en-gb/privacystatement> and Freshdesk's privacy

policy can be found <https://support.freshdesk.com/support/solutions/articles/50000000206-freshworks-privacy-update>.

## **9. Do You Share My Personal Data?**

Ander IT Systems will not share your personal data with third parties.

## **10. How Can I Access My Personal Data?**

If you want to know what personal data Ander IT Systems have about you, you can ask Ander IT Systems for details of that personal data and for a copy of it (where any such personal data is held). This is known as a “subject access request”.

All subject access requests should be made in writing and sent to the email or postal addresses shown in Part 11.

There is not normally any charge for a subject access request. If your request is ‘manifestly unfounded or excessive’ (for example, if you make repetitive requests) a fee may be charged to cover Ander IT Systems’ administrative costs in responding.

Ander IT Systems will respond to your subject access request not more than one month after receiving it. Normally, Ander IT Systems will aim to provide a complete response, including a copy of your personal data within that time. In some cases, however, particularly if your request is more complex, more time may be required up to a maximum of three months from the date we receive your request. You will be kept fully informed of our progress.

## **11. How Do I Contact You?**

To contact Ander IT Systems about anything to do with your personal data and data protection, including to make a subject access request, please use the following details (for the attention of Mr Alexander Pylypczuk):

Email address: [alex@ander.co.uk](mailto:alex@ander.co.uk).

Telephone number: +44 (0) 7974 737 599.

Postal Address: Unit 6-A Kay Brow Complex, 40 Kay Brow, Ramsbottom, Lancashire, United Kingdom.

## **12. Changes to this Privacy Notice**

Ander IT Systems may change this Privacy Notice from time to time. This may be necessary, for example, if the law changes, or if Ander IT Systems change our business in a way that affects personal data protection.

Any changes will be made available at <https://www.ander.co.uk/files/privacy.pdf>