



Privacy policy

Introduction

Gipping Valley IT Services Limited (GVITS) is an IT Support Company for Business and Education organisations based in Suffolk, providing support and consultancy IT services to a wide range of organisations based in the UK.

We collect information and personal data during:

- Data resulting from Client requesting services.
- Transfer of data to offsite Backups.
- Data resulting from GVITS undertaking projects.
- Third party independent consultant/associate services

Data resulting from Client requesting services

1. What information is collected?

- a) Client details - Name, address, employment position, telephone numbers, email addresses.
- b) Client provided employee (Data Subject) data - Name, address, employment position, telephone numbers and email addresses (as and when necessary).
- c) Additional data gathered during and dependent upon service provision (eg Full Service, purchasing only)
- d) Additional data disclosed by Data Subject during service provision.

2. How is this information collected?

- a) The information is provided by the Client or gathered or disclosed during the service provision.

3. How is the information used?

- a) The Client information is used for communicating with and fulfilling the service(s) provision to the Client.
- b) The information provided from the Client is used to fulfil the required or specified service to the Client.
- c) The Client provided information may be shared with a Third Party supplier as required by the service provision to the Client. The information will only be shared by GVITS if consent from the Client (and Data Subject as necessary) has been obtained.

4. Who will share this information?

- a) The information will not be shared with anyone outside of GVITS employees, the Client and the Data Subject unless Third Party input is required to fulfil the service provision. The information will only be shared by GVITS if consent from the Client (and Data Subject as necessary) has been obtained and a confidentiality and privacy agreement has been signed by the Third Party and provided to GVITS.



Transfer of data to offsite Backups

1. What information could be collected?

- a) Any data on the servers at will needed to be recreated to bring the network back on line.

2. How is the information used?

- a) The information is only used for restore under request.
- b) The information restored is placed in the same location as extracted or in a location that is not recordable.
- c) GVITS does not share the collected information with others.

3. How long is the data kept for?

- a) The data is kept for only 30 days if not needed and only one copy is held off site.

Data resulting from GVITS undertaking projects

1. What information could be collected?

- a) Organisation details - Name, address, telephone numbers, email addresses.
- b) Additional information disclosed during the requested service.

2. How is the information used?

- a) The information is only used for the project set out.
- b) The information that needs to be retained will be informed by request.
- c) GVITS does not share the collected information with others unless needed for the project.

3. How long is the data kept for?

- a) The data is kept for the duration on the project only, unless notified to client for a specific need.



Third Party independent consultant /Associate services

1. What information is collected from Third Party/Associate?

- a) Organisation details - Name, address, telephone numbers, email addresses.
- b) Additional information disclosed during the requested service.

2. How is this information collected?

- a) The information is provided by the Third Party/Associate and has been gathered or disclosed during the service provision.

3. How is this Third Party/Associate information used?

- a) The information is used for the fulfilment of the required Client requested service provision.
- b) The GVITS Client provided information may require to be shared with additional parties as required by the Third Party/Associate service provision. The information will only be shared by GVITS if consent from the Client (and Data Subject as necessary) has been obtained and a confidentiality and privacy agreement has been signed with GVITS.

4. Who will share this information?

- a) The information will only be shared with anyone outside of GVITS employees, the Third Party/Associate, the Client and the Data Subject if additional parties are required by the Third Party/Associate to fulfil their requested service provision.
- b) The information will only be shared by GVITS if consent from the Client (and Data Subject as necessary) has been obtained.
- c) Anyone with access to the Client provided information will have a request submitted to GVITS.



Access to Data Subject information and correction

The Data Subject has the right to:

- Request a copy of the identifiable personal information GVITS holds about them.
- Correct personal information held by GVITS if the Data Subject thinks it is inaccurate.
- Halt processing or request erasure of the held identifiable personal data if there is no compelling reason for its continued processing.
- The Data Subject should request any of the above via their Data Controller (ie GVITS Client).

Retention of Information

GVITS will retain Client provided information dependent on the specific Client Agreement, as required the Client or by statutory or advised retention periods for specific data (eg HSLA Agreements).

Data Security

GVITS, as an organisation working with personal data, take the security of the retained personal information very seriously and has internal policies and controls in place to protect from avoidable data breaches.

Where Third Parties are engaged to provide services on GVITS behalf, such parties do so on the basis of written instructions, are under a duty of confidentiality and privacy and are obliged to implement appropriate technical and organisational measures to ensure the security of data.

Changes to this Privacy Policy

This privacy policy is regularly reviewed and is available on request. This policy was last updated on 23th May 2018.

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