

Serviceweb Ltd Privacy Policy (GDPR)

Serviceweb Ltd are committed to protecting your data and privacy, your trust in us is our utmost priority.

Introduction

This policy is provided with the intention to comply with your right to be informed under the General Data Protection Regulation (GDPR). We have also considered your rights under the Privacy and Electronic Communications Regulations.

It sets out how Serviceweb Ltd (hereafter “Serviceweb”) uses and protects any information that you provide when you use our website, email, call or visit our office. Serviceweb is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified, then you can be assured that it will only be used in accordance with this privacy statement. Serviceweb may need to change this page occasionally by updating this page. You should check this page from time to time to ensure that you are happy with any changes made.

Who we are and what we do

Serviceweb Ltd, 96-98 Merritt Road, Greatstone, New Romney, Kent TN28 8SZ.

Company Number - 3454629

VAT Number - 702519952

We are a computer company specialising in the sales, service & support of Apple computers and products.

What we collect and why

Personal information is data that can be used to identify or contact a single person. You may be asked to provide your personal information anytime you are in contact with Serviceweb.

Serviceweb only collect the absolute minimum amount of data to provide our customers with a product or service.

We may hold and process the following information:

- Your personal data and contact details including your names, addresses, telephone numbers & emails.

- Particulars of your communications with us through contact via email, telephone call, online services and social media.
- IT usage information including email addresses, usernames, passwords, URLs and IP addresses.
- We shall only ask for and use your personal data collected for recommending items of interest and to tailor your purchasing experience with us or service and repair any equipment. It is always your choice by consent whether you share such details with us.
- To comply with our contractual obligations of fulfilling your orders. For example, your address will be required to deliver your product.
- Under legislation, we may need to collect and process your data, for example to prevent fraud.

If you have any questions you can contact us on gdpr@serviceweb.co.uk

Your data will be used to process your orders or repairs through our system. Your personal data is only printed on your sales order, repair document, invoice or delivery labels.

Any paperwork with any personal information is securely shredded or stored in a secure location at our own site. No third-party storage is used.

Data Sharing

Serviceweb does not pass on any data to third parties, except for the specific use of delivering goods to you via couriers or direct via distribution.

We may be obliged to share your data with the UK Government or public law enforcement agencies. It is not anticipated that there will be any other recipients nor any transfers of data to a third country.

Your data will be kept until such time that you request you no longer wish for us to provide you with details relating to our products and services and for a further period thereafter of 6 years. This period has been set for the protection of our organisation in the event of any complaint or claim for breach of contract and to meet our obligations to UK Government and taxation authorities.

Third Parties

You may choose to restrict the collection or use of your personal information in the following ways:

- Distributers who deliver direct to customers via Serviceweb customer orders – Name, address & telephone numbers
- Operational companies such as delivery couriers – Name, address & telephone numbers
- Law enforcement and anti-fraud enforcement agencies.

Third Parties - Website Button links

We use the Facebook & Twitter links on our website to share information about Serviceweb and any online conversations via yourselves and you would like to share with your friends. Your privacy on these websites are covered under their privacy links below:

- Facebook Privacy [Privacy Policy Link](#)
- Facebook link from our website [Button Link](#)
- Twitter Privacy [Privacy Policy Link](#)
- Twitter link from our website [Button Link](#)

Stop Direct Marketing

You can stop direct marketing communications from us at any time:

Click the ‘unsubscribe’ link in any email communication that we send you or email unsubscribe@serviceweb.co.uk . We will then stop sending any further emails to you.

Google Analytics

We also use cookies to help us improve the usability of the website. We may also use cookies to identify which pages are being used. This helps us to analyse data about webpage traffic and improve our website in order to tailor it to our customer’s needs. We only use this information for statistical analysis purposes before removing the data from the system.

For this purpose, we use Google Analytics. Google Analytics generates statistical and other information about website use by means of cookies, which are stored on the computers of users. The information generated relating to our site is then used to create reports about the use of our website. Google will store and use this information. Google's privacy policy is available at [Google Analytics Privacy Policy Link](#)

Third Party Cookies

These are cookies set on your computer by external websites whose services are used on our site. The Google cookies are set by Google Code. Whilst our site is the initial host of the traffic, Google is the third party as they are initialising the cookies.

This is the same for Facebook, Twitter and all social media buttons are located throughout our website and allow you, the visitor to share content from our site on to social media platforms.

Cookies

As is standard practice on many websites, the Serviceweb website uses “cookies”. The cookies that you may come in contact with while using the Serviceweb website, can be described under 3 main cookie types.

Type 1 - Strictly Necessary Cookies

These cookies are essential in order to enable you to move around the website and use its features, such as accessing secure areas of the website. Without these cookies, services you have asked for, such as obtaining a quote or logging into your account, cannot be provided. These cookies do not gather information about you that could be used for marketing or remembering where you have been on the internet.

Type 2 - Performance Cookies

These cookies collect information about how visitors use a website, for instance which pages visitors go to most often, and if they get error messages from web pages. They also allow us to record and count the number of visitors to the website, all of which enables us to see how visitors use the website in order to improve the way that our website works. These cookies do not collect information that identifies a visitor, as all information these cookies collect is anonymous and is only used to improve how our website works.

Type 3 - Functionality Cookies

These cookies allow our website to remember choices you make (such as your user name, language or the region you are in) and provide enhanced features. For instance, a website may be able to provide you with news or updates relevant to the policies you buy. These cookies can also be used to remember changes you have made to text size, font and other parts of web pages that you can customise. They may also be used to provide services you have requested such as viewing a video or commenting on a blog. The information these

cookies collect is usually anonymised. They do not gather any information about you that could be used for advertising or remember where you have been on the internet

Cookies Information Gathering & Use

As is true of most websites, we gather certain information automatically and store it in log files. This information includes Internet Protocol (IP) addresses, browser type, Internet Service Provider (ISP), referring/exit pages, operating system, date/time stamp, and click stream data.

Data Requests

You have the right at any time to request a copy and or have your information updated or removed from our systems. Please send a request to gdpr@serviceweb.co.uk with your name, company name, contact number and postcode to enable us to locate any data held on our system. We shall provide the data within one month. We may also require further identification before the data can be released to ensure the data ends up in the correct hands.

You have the right to request the information we hold and rectify if it is inaccurate or incomplete. You have the right to erasure in the form of deletion or removal of personal data where there is no compelling reason for its continued processing. We have the right to refuse to erase data where it is necessary to comply with a legal or contractual obligation. You will be advised of the grounds of our refusal should any such request be refused.

Data Security

Serviceweb will always secure any equipment that holds data, use encryption and secure passwords or any security feature where possible and regularly change passwords, using industry standards.

Data Breaches and Incident Response

Serviceweb will inform the appropriate legal authorities and any customers with data involved, as soon as possible, should there be any data security incident.

Any Questions

We hope this Privacy Notice has been helpful in setting out the way we handle your personal data and your rights to control it.

If you have any questions that have not been covered, please contact us and we will be pleased to help you:

Email us at gdpr@serviceweb.co.uk

Or write to us at: GDPR Privacy Policy Information Request, Serviceweb Ltd, 96-98 Merritt Road, Greatstone, New Romney, Kent TN28 8SZ

Privacy Policy Updates

When we change anything, it will always be updated here. This privacy policy was updated on the 25th May 2018.

This policy is a new version due to changes in EU law GDPR (General Data Protection Regulation) as of 25th May 2018