

# Privacy Policy

Valetech Solutions Limited provide IT services, some of which require that we store and process personal information protected under the GDPR. We will do so according to the practices and procedures in this policy and always withing the requirements of the law.

## Data We Collect

We may collect the following personal and non-personal data from you

- Name
- Email address
- Telephone Number
- Company Name
- Job Title
- Postal Addresses
- IP Addresses
- Operating System and Application details

## Data Use

We will use the data we collect in accordance with the law for the provision of our services such as:

- Access to our websites
- General support and IT helpdesk services
- Domain registrations
- Email and web site hosting
- Hosted backups
- Marketing (only with your express permission to do so)

## Data Storage and Retention

Data held by us is held in a secure manner and we require that portable devices use full disk encryption.

Access to data is only provided where it is required to provide a specific service to the customer and is not generally available to our employees.

We retain data only for as long as it is required to provide the services we offer to customers or where the law requires us to retain the data.

## Data Sharing

We may share some of your data with third parties as required to provide services such as but not limited to domain registrations.

Where we do share your data we will ensure that only the information required is shared and that the company with whom we share the data is both compliant with GDPR and will follow our own practices in protecting and managing the data.

We will not sell your data to anyone.

## Your Rights

You have the following basic rights under the GDPR legislation:

- The right to be informed – all organisations must be completely transparent in how they are using personal data.
- The right of access - individuals have the right to know what data is held about them and how it is processed.

- The right of rectification - individuals will be entitled to have personal data rectified if it is inaccurate or incomplete.
- The right to be forgotten – individuals have the right to have their personal data deleted or removed.
- The right to restrict processing – individuals have the right to block or suppress processing of their personal data.
- The right to data portability – individuals have the right to retain and reuse their personal data for their own purpose.
- The right to object - in certain circumstances, individuals are entitled to object to their personal data being used. This includes, if a company uses personal data for the purpose of direct marketing, scientific and historical research, or for the performance of a task in the public interest.
- Rights of automated decision making and profiling – the GDPR has put in place safeguards to protect individuals against the risk that a potentially damaging decision is made without human intervention. For example, individuals can choose not to be the subject of a decision where the consequence has a legal bearing on them, or is based on automated processing.

## **Cookies**

Cookies are small files saved to the a browser that track, save and store information about the user's interactions and usage of a website. Our website uses a cookie control system allowing the user on their first visit to the website to allow or disallow the use of cookies on their computer / device.

Our website uses tracking software to monitor its visitors to better understand how they use it. This software is provided by Google Analytics which uses cookies to track visitor usage. The software will save a cookie to your computers hard drive in order to track and monitor your engagement and usage of the website. You can read Google's privacy policy here for further information

<https://www.google.co.uk/privacy.html>.

## **Company Details**

Registered Office:  
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