



Website Privacy Notice

The website is operated by One IT Services and Solutions. The privacy of our users is extremely important to us and therefore we encourage all users to read this policy very carefully because it contains important information regarding:

- Who we are;
- How and why we collect, store, use and share personal information;
- Your rights in relation to your personal information; and
- How to contact us and supervisory authorities in the event that you have a complaint.

Who we are:

One IT Services and Solutions collect, use and are responsible for storing certain person information about you. When we do so, we are regulated under the General Data Protection Regulation which apply across the United Kingdom and we are responsible as a controller of that personal information for the purposes of those laws.

At One IT Services and Solutions we are committed to protecting your privacy. This policy applies when we are acting as a controller of personal data, i.e. where we have determined the purposes and means of the processing of that personal data. It applies to all users of our website.

We may process your personal data for the purpose of contacting you if you submit an enquiry using our website. The legal basis for this processing is that it is necessary to achieve our legitimate interest, namely the promotion of our products and services.

We will share your personal data with third parties only to the extent that the disclosure is reasonably necessary for the purposes of providing you with the information about our products/services that you have requested.

As you are providing us with your personal data, it is important to us that you are aware of the following rights that you have in relation to our processing of that personal data.

- You can be provided with a copy of any personal data concerning you that we process, unless that would affect the rights and freedoms of others. You can also be provided with information on how that personal data is processed by us.
- You can have us rectify any personal data of yours that we hold that is inaccurate or incomplete. In certain circumstances, you can also ask us to erase or restrict the use of any of your personal data that we process.
- **You can object at any time to our processing of your personal data on grounds related to your particular situation.**
- **You can object at any time to our processing of your personal data for direct marketing purposes.**



- You can exercise any of the rights listed above by contacting us using the details at the bottom of this notice. If you are unhappy with any aspect of how we processed your personal data or your request to exercise a right, you can lodge a complaint with the Information Commissioner's Office.

The personal information we collect and use:

We collect the following information that you provide to us:

- Name
- School
- Email Address
- Telephone Number

Some examples of when we collect this information include:

- When registering for a course
- When signing up to our newsletters
- When entering our surveys/competitions

Sensitive personal information:

Sensitive personal information includes any information to the following:

- Your genetic data
- Your biometric data
- Your ethnic origin
- Your political opinions
- Your religious beliefs
- Whether you belong to a trade union
- Your physical or mental health condition
- Your sexual orientation
- Whether you have committed a criminal offence

We may request that you provide sensitive information, but if we do, we will in every instance explain why we are requesting it and how we intend to use it. We will only collect your sensitive personal information with your explicit consent.

Personal information you provide about third parties:

If you give us information about another person, you confirm that the other person has appointed you to act on their behalf and agreed that you:

- Shall consent on their behalf to the processing of their personal data;
- Shall receive any data protection notices on their behalf
- Shall consent on their behalf to the transfer of their personal data abroad; and
- Shall consent on their behalf to the processing of their sensitive personal data



Monitoring and recording communications:

We may monitor communications such as emails and telephone calls for the following purposes.

- Training
- Quality assurance
- Fraud prevention
- Compliance

Cookies and similar technologies:

A cookie is a small text file which is placed onto your computer or electronic device when you access our website. Similar technologies include web beacons, action tags, local and shared objects (flash cookies) and single-pixel gifs. Such technologies can be used to track users' actions and activities, and to store information about them. We use these cookies and/or similar technologies on this website.

In addition it should be noted that in some cases our cookies or similar technologies may be owned and controlled by third parties who will also collect personal information about you.

On the first occasion a pop up will ask the user to consent by clicking a checkbox. This preference will then be stored for the future visits to the site from the same device. Thereafter you will be provided with an opportunity to opt out of the use of cookies.

For further information on cookies generally visit <https://aboutcookies.org> or the Information Commissioner's webpage on <https://ico.org.uk/your-data-matters/online/cookies/>

One IT Services and Solutions Website & Cookies

One IT Services and Solutions operates a website www.oneitss.org.uk that makes use of "Cookies" The One IT Services & Solutions Web site use "cookies" to help you personalize your online experience.

A cookie is a text file that is placed on your hard disk by a web page server and contains a unique number and therefore no personal data is used so we do not use the cookie to identify you personally.

Cookies cannot be used to run programs or deliver viruses to your computer. Cookies are uniquely assigned to you, and can only be read by a web server in the domain that issued the cookie to you.

One of the primary purposes of cookies is to provide a convenience feature to save you time. The purpose of a cookie is to tell the Web server that you have returned to a specific page. For example, if you save One IT Services & Solutions page a cookie helps One IT Services & Solutions to recall your specific information on subsequent visits.

You always have the ability to accept or decline cookies. Most web browsers allow some control of most cookies through the browser settings. To find out more about cookies, including how to see what cookies have been set and how to manage and delete them, visit www.allaboutcookies.org

To opt out of being tracked by Google Analytics across all websites

visit <http://tools.google.com/dlpage/gaoptout> .

Other websites

One IT Services and Solutions website (www.oneitss.org.uk) may contain links that make it easy for users to visit other websites. If the user uses the links to leave the website and visit a website operated by a 3rd party, One IT Services and Solutions does not have any control over that website.

Accordingly, One IT Services and Solutions cannot be responsible for the protection and privacy of any



information which users have provided while visiting such websites. Users should exercise caution and look at the privacy statement applicable to the website in question.

How we use your personal information:

We collect information about our users for the following purposes:

- To identify and manager accounts
- Process orders/course bookings
- Conduct research
- Statistical analysis

One IT we may use your personal data as part of our service provision for:-

- Websites
- Domain Registrations
- Finance - Ordering & Invoicing
- Service Level Agreements and Contracts
- Licensing
- Recruitment
- IT Support, Disposal & Backups

Who your information may be shared with:

We may share your information with:

- Law enforcement agencies in connection with any investigation to help prevent unlawful activity

One IT Services and Solutions is incorporated and registered in England and Wales with company number 8809433 and whose registered office is at Blackburn House, Falcon Court, Preston Farm Industrial Estate TS18 3TX

We are contactable by email at helpdesk@oneitss.org.uk