

Privacy Notice

General Data Protection Regulation (GDPR)

Introduction

The intention of this policy is to clearly define to any individual how One IT Services and Solutions processes 'Personal Data' for which it has responsibility.

The definition of 'Personal Data' is that as defined by the General Data Protection Regulation 2016 – this is primarily pieces of data that identify you as an individual.

In circumstances where any individual supplies 'Personal Data' about themselves to One IT Services and Solutions, we will become responsible for it legally as the 'Data Controller'.

In circumstances where data is supplied to One IT Services and Solutions about individuals by another party who is legally the 'Data Controller', we will legally have responsibility as the 'Data Processor' and conduct processing of that data under a legal contract with the Data Controller.

The definition of a 'Data Controller' or 'Data Processor', is that as defined by the General Data Protection Regulation 2016.

Contact Details:

One IT Services and Solutions
Blackburn House
Falcon Court
Preston Farm Industrial Estate
Stockton on Tees
TS18 3TX

Tel: 01642 635570

The appointed **Senior Responsible Individual** for Data Protection for One IT Services and Solutions is:-

Cheryl Todd – Director of Operations

One IT Services and Solutions takes data protection seriously and as a result, we are contacting all our existing clients/suppliers to provide them with an update on how we hold any personal data we collect as a result of our client/supplier relationships.

Why do we need your data?

We require Personal data from you to be able to record and/or supply any details of products or services which may be requested from us. We will only ask for and keep the data needed to ensure we provide an efficient service provision and support and any legal commitments we have as a business.

We will use Personal Data we have gathered to contact and inform our client businesses, schools & organisations of products and services currently available.

We will not pass your data to any other third parties to use for marketing of their own services.

What do we do with your data?

We have a responsibility to protect data we hold about you and ensure it is not accessed by anyone who is not authorised to use it for the reasons we legitimately hold it. We also have a responsibility to ensure that your data is accurate, retrievable and is not kept any longer than is necessary or legally required.

If your data is held on hard copy documents (Paper), it is held securely at the address above until it is no longer required and destroyed by securely shredding it. Data held electronically is stored on servers located at a secure Data Centre located in the UK. Electronic data is erased from these servers when it is no longer required or in line with the appropriate One IT retention policy.

We have assessed the risks to the security of your data and implemented many physical and electronic controls to keep it protected. These controls are updated regularly to ensure that any new risks or threats can be countered.

Access to your data is limited to only those who need it to provide you with the services you have requested or consented to receiving.

We may occasionally need to pass your data to other 3rd parties (Businesses), who we use for specific elements of supplying support, products & services, provision of data storage or disposal services. These 3rd parties will only receive your data from us when we have assessed the risks in giving them access to it, are assured they have an adequate level of data security and have agreed a legal contract detailing how they should protect your data. They will not be permitted to store your data outside of the European Union.

We will not pass your data to any other third parties to use for marketing of their own services.

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

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

One IT may use the following personal information as part of our service provision

- Yours School / Business name
- Your personal name
- Username and passwords (including administration details, where applicable)
- Your home or work address & postcode, email address and/or phone number
- Your job title
- Your payment and delivery details, including billing and delivery addresses

How will that information be used?

Your personal data will only be used for the above services for business related purposes only,;-

- Account set up and administration
- Personalisation of content, business information or user experience
- Quotes for provision of goods and services (both hardware & software)
- SLA's, Licensing & Legal Contracts
- ICT support and Backups

What happens if we lose your data or it is accessed by unauthorised persons?

If we detect that 'Personal Data' we are holding as a Data Controller, has been lost or accessed by unauthorised persons (a Data Breach) and that this will potentially infringe your rights or cause you damage; we will inform you immediately of the data breach. We will also be required legally to inform the Information Commissioners Office (the Governments data protection regulator) within 72Hrs of detecting the breach; who may then investigate our compliance with data protection legislation and effectiveness of our controls.

If your data has been passed to us for processing by another organisation (Data Controller) we will contractually be required to inform them of the breach immediately and the ICO within 72Hrs of detecting it. We will work with the Data Controller to ensure that all individuals who might be affected by the breach are informed as quickly as possible.

We will also ensure that as a business we are able to meet any liabilities for which we would be responsible.

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.

What Rights do You Have?

Data protection regulations give you a legal right to request information on what data is held about you.

Please see ICO Website :-

ICO - [Right of Access](#)

Changes to this Privacy Statement

One IT Services & Solutions will occasionally update this Statement of Privacy to reflect company and customer feedback. One IT Services & Solutions encourages you to periodically review this Statement to be informed of how One IT Services & Solutions is protecting your information.

*Please note that you can withdraw your consent to the use of your data at any time. If you elect to do so, please inform us in writing either by email to GDPR@OneITSS.org.uk or post, marked for my attention, to the address below. If you require any further information in relation to data protection or this letter, please do not hesitate to contact me on 01642 635570.

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