



# Privacy Policy

**Fundamentally Techant always treats each and every customer and their data with the utmost respect and in the strictest confidence.**

**Techant understands that your privacy is important to you and that you care about how your personal data is collected, stored and used. I respect and value the privacy of all of my customers and will only collect and use personal data in ways that are described in this document, and in a way that is consistent with my obligations and your rights under the law.**

## **1 - Information About Me**

Anthony Marsh t/a Techant

privacy@techant.co.uk

01443 674798

## **2 - What Does This Notice Cover?**

This Privacy Policy explains how I use your personal data: how it is collected, how it is held, and how it is processed. It also explains your rights under the law relating to your personal data.

## **3 - What is Personal Data?**

Personal data is defined by the General Data Protection Regulation (EU Regulation 2016/679) (the "GDPR") as 'any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier'.

Personal data is, in simpler terms, any information about you that enables you to be identified. Personal data covers obvious information such as your name and contact details, but it also covers less obvious information such as identification numbers, electronic location data, and other online identifiers.

The personal data that I use is set out in Section 5, below.

## **4 - What Are Your Rights?**

Under the GDPR, you have the following rights, which I will always work to uphold:

- The right to be informed about my collection and use of your personal data. This Privacy Policy should tell you everything you need to know, but you can always contact me to find out more or to ask any questions using the details above.

- The right to access the personal data I hold about you. Section 10 will tell you how to do this.

The right to have your personal data rectified if any of your personal data held by me is inaccurate or incomplete. Please contact me using the details above to find out more.

The right to be forgotten, i.e. the right to ask me to delete or otherwise dispose of any of your personal data that I hold. Please contact me using the details above to find out more.

The right to restrict (i.e. prevent) the processing of your personal data.

The right to object to me using your personal data for a particular purpose or purposes.

The right to data portability. This means that, if you have provided personal data to me directly, I am using it with your consent or for the performance of a service to you and if that data is processed using automated means, you can ask me for a copy of that personal data to re-use with another service or business in many cases.

Rights relating to automated decision-making and profiling. I do not use your personal data in this way. For more information about my use of your personal data or exercising your rights as outlined above, please contact me using the details provided above.

Further information about your rights can also be obtained from the Information Commissioner's Office or your local Citizens Advice Bureau.

If you have any cause for complaint about my use of your personal data, you have the right to lodge a complaint with the Information Commissioner's Office.

## **5 - What Personal Data Do I Collect?**

I may collect some or all of the following personal data when visiting you, speaking with you on the telephone or conversing with you via email (all of which may vary according to your relationship with me):

Firstname;  
Surname;  
Home Address;  
Work Address;  
Personal Email Address;  
Work Email Address;  
Home Telephone Number;  
Work Telephone Number;  
Mobile Telephone Number;  
Business name;  
Job title;

When visiting my website ( [www.techant.co.uk](http://www.techant.co.uk) ) **no** cookies (small data files that can be stored on your computer or device) are used, neither first-party cookies (directly by myself) nor third-party cookies (by another web site that may embed content in my website).

## **6 - How Do You Use My Personal Data?**

Under the GDPR, I must always have a lawful basis for using personal data. This may be because the data is necessary for my performance of a service to you or on your behalf, because you have consented to my use of your personal data, or because it is in my legitimate business interests to use it. Your personal data may be used for one of:

- Providing my services to you.
- Personalising and tailoring my services for you.
- Communicating with you. This may include responding to emails or calls from you.
- Supplying you with information by email that you have opted-in to (you may unsubscribe or opt-out at any time by emailing [privacy@techant.co.uk](mailto:privacy@techant.co.uk) )

With your permission and/or where permitted by law, I may also use your personal data for marketing purposes, which may include contacting you by email AND/OR telephone with information, news, and offers on our products AND/OR services. You will not be sent any unlawful marketing or spam. I will always work to fully protect your rights and comply with my obligations under the GDPR and the Privacy and Electronic Communications (EC Directive) Regulations 2003, and you will always have the opportunity to opt-out.

If at any point you wish to query any action that I take on the basis of this or wish to request 'human intervention' (i.e. have someone review the action themselves, rather than relying only on the automated method), the GDPR gives you the right to do so. Please contact me to find out more using my details above.

## **7 - How Long Will You Keep My Personal Data?**

I will not keep your personal data for any longer than is legally required, necessary to successfully provide my service to you and in light of the reason(s) for which it was first collected.

This will generally be inline with HMRC requirements of 5 years from 31<sup>st</sup> January of the most recent tax year within which I provided a service to you. Find out more at <https://www.gov.uk/self-employed-records/how-long-to-keep-your-records>

## **8 - How and Where Do You Store or Transfer My Personal Data?**

The large majority of the personal data I store or transfer will be in the UK. This means that it will be fully protected under the GDPR.

Where I transfer your data to a third party based in the US, this will be protected as they are part of the EU-US Privacy Shield. This requires that third party to provide data protection to standards similar levels of data protection to those in Europe. More information is available from the European Commission.

Where I hold your data in a cloud service, I ensure that service is fully encrypted both in terms of data transit and storage, and that a username, password AND two-factor authentication are enabled and required.

## **9 - Do You Share My Personal Data?**

I will not share any of your personal data with any third parties for any purposes with the exception of:

Your Firstname and Surname with ESET UK if you have agreed to use their products as recommended by me. You can find out more about their privacy policy at <https://www.eset.com/uk/privacy-policy/>

Your Firstname, Surname and Telephone Number with an additional service provider that you have agreed can assist you as per my recommendation, e.g. Welsh Telecom

In some limited circumstances, I may be legally required to share certain personal data, which might include yours, if I am involved in legal proceedings or complying with legal obligations, a court order, or the instructions of a government authority.

## **10 - How Can I Access My Personal Data?**

If you want to know what personal data I have about you, you can ask me for details of that personal data and for a copy of it (where any such personal data is held). This is known as a “subject access request”.

All subject access requests should be made in writing and sent to [privacy@techant.co.uk](mailto:privacy@techant.co.uk). There is not normally any charge for a subject access request. If your request is ‘manifestly unfounded or excessive’ (for example, if you make repetitive requests) a fee may be charged to cover my administrative costs in responding.

I will respond to your subject access request within 28 days and, in any case, not more than one month after receiving it. Normally, I aim to provide a complete response, including a copy of your personal data within that time. In some cases, however, particularly if your request is more complex, more time may be required up to a maximum of three months from the date I receive your request. You will be kept fully informed of my progress.

## **11 - How Do I Contact You?**

To contact me about anything to do with your personal data and data protection, including to make a subject access request, please use the following details:

Email address: [privacy@techant.co.uk](mailto:privacy@techant.co.uk)

Telephone number: 01443 674798

## **12 - Changes to this Privacy Policy**

I may change this Privacy Policy from time to time. This may be necessary, for example, if the law changes, or if I change my business in a way that affects personal data protection.

Any changes will be made available at <http://www.techant.co.uk/privacy>