

ACS-Apt Computer Systems Ltd.



The Integrated Solutions Company

GDPR Compliance and Data Processing Policy

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This document contains The General Data Protection Regulation (GDPR) and Data Processing Policy of ACS-Apt Computer Systems Ltd.

ACS-Apt Computer Systems Ltd.

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At ACS-Apt Computer Systems Ltd (hereafter referred as “ACS-Apt” or “ACS”) has robust data protection and processing policy.

ACS-Apt is dedicated to protecting and safeguarding your personal data. As part of this we are updating our Privacy Statement to meet the high standards of the new European data protection law the General Data Protection Regulation (GDPR).

ACS-APT takes the privacy and security of individuals and their personal information very seriously and takes every reasonable measure to protect and secure the personal data that we process. We have robust information security policies and procedures in place to protect personal information from unauthorised access, alteration, disclosure or destruction.

Our aim is to collect your information as minimum as possible and hold only until for the period we are legally required to do so.

1. How you can contact us:

1.0 Our Address and Contact Details:

FAO: The GDPR Manager
ACS-Apt Computer Systems Ltd
Unit 22, Empire Centre, Imperial Way, Watford, Hertfordshire, WD24 4YH, United Kingdom
Email: Admin@acs-apt.com

2. Your rights in relation to your Personal Data

2.1 You have the right to -

- 2.1.1 Request a copy of the personal data that we keep about you, by making a request in writing
- 2.1.2 Contact us if you are concerned that any of the information we hold on you is incorrect, and have it corrected
- 2.1.3 Contact us to request that we delete your personal data

2.2 Data held by ACS-Apt –

2.2.1 Customer and potential customer data:

- 2.2.1.1 Contact Name
- 2.2.1.2 Contact Business Address
- 2.2.1.3 Contact Business Telephone (mobile and landline)
- 2.2.1.4 Contact Business Email Address
- 2.2.1.5 Contact Role in Company
- 2.2.1.6 Support Call Details (where appropriate)
- 2.2.1.7 Customer owned data which is related to a support call
- 2.2.1.8 Filming (audio/video recording)/photographs of presenters and/or delegates at an event or post-event, including marketing. Or recording during support/service call handling. For such recordings, ACS-Apt reserves the right to do so. To be excluded from this, we ask you make a member of staff aware upon registration at the event you are attending, or whilst on support/service calls.

2.2.2 Employee data:

- 2.2.2.1 Employee Name
- 2.2.2.2 Employee Address
- 2.2.2.3 Photographs/Filming (audio/video recording) where required
- 2.2.2.4 Employee National Insurance Number
- 2.2.2.5 Employee Bank Details
- 2.2.2.6 Employee Emergency contact details
- 2.2.2.7 Employee next of kin name and contact number
- 2.2.2.8 Data for company insurance policy

2.2.3 Website Data:

- 2.2.3.1 Internet Protocol (IP) Address
- 2.2.3.2 Cookie data

2.3 What we use the data for –

2.3.1 Customer and potential customer data –

- 2.3.1.1 Contact name to address customers, or potential customers directly
- 2.3.1.2 Contact business address to address customers, or potential customers directly

- 2.3.1.3 Contact business telephone number (mobile and landline) to call customers, or potential customers directly - Contact business email address to address customers, or potential customers directly
- 2.3.1.4 Contract details (where appropriate) to provide the appropriate product/services to our customers
- 2.3.1.5 Support call details (where appropriate) to provide support service applicable to the customer contract
- 2.3.1.6 when booking onto an event or webinar to complete that instruction, for example sending you joining instructions or directions.
- 2.3.1.7 Data such as film/recordings may be used for training, presentation and/or marketing purpose, including use on social media or future event promotion.
- 2.3.1.8 ACS-Apt works with a number of organisations externally to support us in providing quality IT services to companies across the UK and internationally. We will only share your information with third parties such as suppliers & other business partners in order to provide you with the products or services you have requested from us. We will not sell your information to any third parties.
- 2.3.1.9 Customer owned data which is related to a support call, to resolve a specific support issue

2.3.2 Employee Data

- 2.3.2.1 All employee data is held for the purposes of employment, insurance, payroll, payment and compliance with tax and pension payments

2.3.3 Website Data –

- 2.3.3.1 Internet Protocol (IP) address, to receive and send information from and to visitors to our website. Also, to provide support services to our customers.
- 2.3.3.2 Cookie data. We collect data about visitors to our website and browsing patterns. This data is only used in anonymous form and individuals are not identified.

2.3.4 Communicating with you

ACS-Apt will communicate with you to:

- 2.3.4.1 Inform you of new or improved products & services offered by ACS-Apt
- 2.3.4.2 Inform you of software and legislation updates
- 2.3.4.3 Inform you of new or improved products & services offered by third parties
- 2.3.4.4 Inform you of critical issues related to any software you may be running

2.3.5 Marketing

From time to time, we may use your information to contact you with details about our products, services and events which we feel may be of interest to you. You have the right to at any time to stop us from contacting you for marketing purposes. If you do not want to be contacted by us please opt-out via links provided on communications or email your request to admin@acs-apt.com

3. Keeping Your Information

3.1 Keeping your information

We will retain your personal information for as long as necessary to fulfil the purposes we collected it for. To determine the appropriate retention period for personal data, we consider the following:

- 3.1.1 Amount, nature, and sensitivity of the personal data
- 3.1.2 The potential risk of harm from unauthorised or disclosure of your personal data
- 3.1.3 The purposes for which we process your personal data
- 3.1.4 Whether we can achieve those purposes through other means: and
- 3.1.5 The applicable legal requirements

Typically, we will not keep contract related details for longer than 10 years. We keep your billing data for minimum 7 financial years for tax purposes; and other data for minimum period legally required.

Upon completion of legally required minimum period of data keeping, we will safely delete/destroy any data we hold about you.

3.2 Your information

If we hold information about you that is incorrect, or if there are any changes to your details please let us know so that we can keep our records accurate and up to date.

If you want to update your records or see a copy of the information that we hold about you, please contact us at –

FAO: The GDPR Manager

ACS-Apt Computer Systems Ltd

Unit 22, Empire Centre, Imperial Way, Watford, Hertfordshire, WD24 4YH, United Kingdom

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4. Security and Sharing Your Information

4.1 Security & Storage of your data

Data stored locally is held on ACS-Apt owned equipment. Security of that data complies to the Government backed Cyber Essentials Scheme which includes:

- 4.1.1 Controls on access to the data. Access is restricted to only those persons authorised to see the data
- 4.1.2 Up to date anti-malware protection to reduce the risk of data being damaged by malicious software

We will keep your information secure by taking appropriate technical and organisational measures against its unauthorised or unlawful processing and against its accidental loss, destruction or damage.

Some communications sent over the internet, such as email, may not be secured unless they are encrypted. Although we do our best to monitor and improve how we protect your personal data, we cannot guarantee the security of your data which is transmitted to our website or other products and services via an internet or similar connection and any transmission of data to our site is at your own risk.

4.2 Sharing your information

ACS-Apt may share your information with:

- 4.2.1 Software/hardware vendors to resolve a support call
- 4.2.2 With third party businesses with whom we are collaborating with to provide a product/service to you
- 4.2.3 We will share your contact details and the details of the products you use across our group of companies to ensure we are providing you with the best services we can.

We will disclose your information if required to by law. We may disclose your information to enforcement authorities if they ask us to, or to a third party in the context of actual or threatened legal proceedings, provided we can do so without breaching data protection laws.

5. Changes to this Privacy Policy

ACS-APT understands that continuous employee awareness and understanding is vital to the continued compliance of the GDPR and data processing hence we have involved our employees in the process of data handling.

We may update this Privacy Policy from time to time. Updated privacy policies will be updated on the relevant ACS-Apt website or provided to you at your request.

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