

IT Planning Privacy Statement

IT Planning respects your trust in us to use, store and share your information. In this Privacy Notice, we explain how we collect personal information about you, how we use it and how you can interact with us about it.

Who we are

When we refer to “us” or “we” in this notice, we are talking about IT Planning, the address of which is:

14 Forge Steading, Banstead, Surrey SM7 2DT,
Telephone 01737 373212
Email team@itplanning.co.uk

Why and how we collect information about you

We collect personal information from you in order to supply IT support services and products to you and your business. The data we collect is:

Your Name
Your Business Address
Your Phone Number(s) – Business and/or Mobile
Your Email Address(es)

We do not store any sensitive personal information.

Occasionally, we may contact you about changes in service offerings, special offers and promotions. You can choose not to receive these at any time by contacting us.

We never share your information with any third parties for the purposes of marketing.

Our website uses “cookie” technology. A cookie is a small bit of text placed on the hard drive of your computer by the server of a website that you visit. The cookie is placed there for the purpose of recognizing your specific browser or remembering information specific to your browser, were you to return to the same site.

How we use your information and who it will be shared with

We use information about you to:

- provide IT support services and products to you and your business.
- identify ways in which we can improve our products and services.
- maintain and monitor your products and services.
- protect both our interests.
- meet our regulatory obligations.
- decide and recommend how our products and services might be suitable for you.

We share information about you with trusted third-party service providers, all of whose services are secure, encrypted and GDPR compliant.

We do not share your information with any other third parties except in circumstances in which we might be obliged to in order to meet any applicable law, regulation or lawful request.

How we keep your information safe

We protect your information with security measures under the laws that apply and we meet UK, EU and International Standards. We keep our computers (including portable devices such as laptops and mobile phones), files and buildings secure.

How long we keep your information

We keep your information for as long as you wish us to continue providing a service for you. We do not hold information for longer than is necessary. Under certain circumstances, we may ask you to identify yourself when you contact us. This is to help protect your information.

Lawful Basis for processing

We rely upon Legitimate Interests as a lawful basis for processing. We use data in ways that would be reasonably expected and which have a minimal privacy impact.

Your personal information rights

You can exercise your personal information rights by phoning us, emailing us or writing to us. All contact information is available in this Privacy Notice and on our website.

We can help you with:

Accessing your personal information: You can ask us for a copy of the personal information we hold. You can ask us about how we collect, share and use your personal information.

Updating and correcting your personal details.

Removing consent: You can change your mind wherever you give us your consent.

Restricting and objecting: You may have the right to restrict or object to us using your personal information.

Deleting your information (your right to be forgotten): You may ask us to delete your personal information.

Moving your information (your right to portability): Where possible, we can share a digital copy of your information directly with you or another organisation.

When you contact us to ask about your information, we may ask you to identify yourself. This is to help protect your information.

Review

We periodically review this notice and may make changes from time to time, particularly if we should change how we use your information, or if we change the technology or products we use. Our website will always display the most up-to-date version of this notice.