

Prodigy IT

Privacy Notice

1st May 2020

1. Introduction

Prodigy IT respects your privacy and understands that privacy is important to you and that you care about how information about you is used, so this privacy notice sets out details about what data we collect and how we use it.

2. Visitors to our website

Where we collect personal data via our website, we will be upfront about it and it will be obvious to you that you're providing personal data and how we will be using it.

2.1. Google Analytics

When someone visits our website (<https://prodigyitsolutions.com>) we make use of the Google Analytics service to collect standard information about visitors to the sites and their behaviour (e.g. what pages they viewed). The data provided by Google Analytics is anonymised and in no way enables us to identify individual visitors, however, Google Analytics will place a cookie on your device to enable the service. For more information about how Google Analytics cookies work on websites visit:

<https://developers.google.com/analytics/devguides/collection/analyticsjs/cookie-usage>

2.2. Other cookies

We make use of a number of Hubspot Inc services which make use of cookies for the provision of their services. These cookies are typically used to manage the performance of the Hubspot services we use and don't include any personal information. You can find out about what cookies Hubspot may place on your device here:

https://knowledge.hubspot.com/articles/KCS_Article/Reports/What-cookies-does-HubSpot-set-in-a-visitor-s-browser

2.3. Online forms

If you fill out one of our website forms ("Contact" and "Refer a business") a notification email is sent to the relevant team within Prodigy IT. No copy of the data you submit is stored anywhere. However, you should note that as our site uses SSL (https) the data you submit using the contact form will be encrypted once you press the "Submit" button.

2.4. Hosting

Our website is hosted with Hubspot Inc. Whilst Hubspot is a non-EU based provider, we have carried out due diligence to ensure they're data protection compliant and they are signed up to the EU-US Privacy Shield certification, meaning they apply EU data protection principles and standards. You can read more about Hubspot and their approach to GDPR compliance here: <https://www.hubspot.com/data-privacy/gdpr/product-readiness>

3. People who receive our newsletters

If you sign up to our newsletter via our website form, as well as adding your name and email address to our mailing list provider (Hubspot) we also add your details to our management systems (ConnectWise).

Every time you receive our email newsletter we will include a link to enable you to unsubscribe should you wish to stop receiving them. We honour such requests.

4. People who call our office

4.1. To place an order

If you call our office to set up an account with us, your details will be entered into our management system (ConnectWise). We will only ask you for the minimal amount of information we need to be able to set up your account and provide our services to you. The data stored remains on our system for as long as you remain one of our customers and as required by any relevant law.

4.2. To log a support request

If you call our support helpline, we will already have your information stored in our management system. We may use this information to verify your identity before helping with your enquiry. We will update our records with details of your query and how it was resolved – this will include sharing relevant data with our billing platform for invoicing purposes.

5. People who contact us via email

Any emails we receive are stored via our email provider's platform and are accessible on our computers via our email client (we use Microsoft Office 365) which uses a local copy of the emails. Access to them is protected via device and email-service passwords.

We also make use of a secure outbound email service for the purposes of sending email and we use a spam filter for the purposes of filtering out junk emails. We also use the Microsoft Advanced Threat Protection add-on to scan emails for viruses and other security risks.

We will only keep emails within our email system for as long as it is lawful for us to do so.

6. Our use of social media

We used Hubspot for the purposes of managing our social media. Where the Hubspot service allows we may make use of additional functionality which allows us to collect together certain aspects of your personal data available to us via our connections on social media.

7. People who are our customers

To provide our services to our customers we need to collect certain pieces of data. We will only ever collect the minimal amount of information needed and it will be clear to you when we collect the data what we will be using it for. We store our customer's information in our customer management system, ConnectWise. Upon request you will be provided with access to your own view of this system, so you will be able to log into your account and view the data about your account and see what we hold on you. No other customer will have access to your data.

In some circumstances it will be necessary, as part of the service to supply the information to third parties. This often occurs, but is not limited to, for the provision of licences and third-party services.

In some instances, some of these services may collect their own data about your use of their service. In such cases, they will be considered a Data Controller and responsible for the data protection of the data they collect.

When you sign up to our services, it may be necessary for us to share your information with a third-party provider, for the provision of the service. In all cases we only use third-parties we trust to be compliant with data protection and have your privacy and data rights in mind. We will only share the data that is necessary for the third-party to assist us with the service we are providing to you

We take great care to ensure that appropriate security measures are in place for the provision of the services we provide and the management of our customer's, supplier's and employee's data. More information about how we manage the security of our services can be found in our GDPR statement: <https://prodigyitsolutions.com/hubfs/gdpr-statement.pdf>

8. Employee data

Please refer to our Employee Privacy Notice.

9. Recruitment

CVs and candidate information is typically sent to us via email. It will remain in our email system until we accept or reject your application. Where we accept your application the data will be transferred to our HR system which is used to manage your employment file and relevant information passed to our accountant for the purposes of paying you. Otherwise, we will keep your information for as long as we required by employment law and then deleted.

10. Retention

Unless stated elsewhere in this document or in our terms of services we only store the data necessary to provide the services we provide to you. We will keep this data for as long as it is lawful for us to do so (this may be for as long as you are a customer or because of a legal obligation to retain the information, whichever is the longest).

11. Third party processors

We use a number of third-party cloud-based services for the purposes of effectively running our business and providing our services to you. We also use a number of third-party organisations, e.g. accountants, HR support, etc.

In all cases where we are using a third-party service or company, we will only provide the minimal amount of information for the purposes of delivering the service to us and to meet our requirements.

We always carry out due diligence against all our third-party suppliers for the purposes of ensuring their compliance with data protection, maintaining adequate security of your data and ensuring they apply adequate data protection principles to the processing of the data we supply.

12. Your rights

Under current data protection legislation in the UK, you have rights as an individual which you can exercise in relation to the data we store and process about you. You can find more information about your rights on the Information Commissioner's website: <https://ico.org.uk/for-the-public/>

12.1. Complaints

If you want to make a complaint about the way we are processing your data, you can contact us, using the contact details below. You also have the right to complain to the Information Commissioner's Office: <https://ico.org.uk/concerns/>

12.2. How to withdraw consent and object to processing

Where we are processing your data and needed to ask your permission to do so, you are able to withdraw your consent at any time. If you wish to stop receiving our marketing emails you can do so, by clicking on the “unsubscribe” link at the bottom of the email. Otherwise, you can contact us, using the contact details below.

If you wish to raise concerns about the way we are processing your data or would like to raise an objection, then please email us via gdpr@prodigyitsolutions.com with your concerns.

12.3. Keeping your data up to date

It is important that any of your data that we process is kept up to date. We will from time to time ask you to verify your contact details but if you wish to update any information we hold about you, please contact us using the contact details below.

12.4. Erasure of your data (the “right to be forgotten”)

Under some circumstances you may request us to delete your data from our systems. Where this is possible (e.g. we don’t have any legal purpose for continuing to process your data) we will erase it from our systems.

If you wish to exercise your right to be forgotten, please contact us via the contact details below.

12.5. Portability

Your right to portability allows you to request a machine-readable format of the data you supplied to us and associated records (where we store them). Please contact us, using the contact details below, if you wish to receive a CSV export of your data.

12.6. Access to your data

You have the right to ask us about what data we hold about you, how we process it and provide you with a copy of the information, free of charge and within one month of your request.

To make a request for any personal information we hold and process about you, we would prefer it if you could put it in writing or in an email to the addresses below. We will need to verify your identity before providing the information and where necessary may contact you further to ensure we understand what information you are requesting.

13. Disclosure of information

We do not share any personal data with any third parties unless it is lawful for us to do so or if required by law to do so.

14. More information

For more information about your data rights and privacy or data protection in general visit the Information Commissioner’s Office website: <https://ico.org.uk>

15. How to contact us

If you have any questions about how we collect and use your information not covered in this privacy notice, or if you wish to speak to someone about our approach to data protection and privacy, please contact:

Aden Ottewill
Prodigy IT Solutions, Unit 53, Sunrise Business Park,
Blandford, Dorset, DT11 8ST
Email: gdpr@prodigyitsolutions.com
Tel: 01258 442 888

16. Changes to our privacy notice

We may change or update elements of this privacy notice from time to time or as required by law. The most current version of our privacy notice is available on our website at <https://www.prodigyitsolutions.com/data-protection-information>

17. Document control

Version	Date	Author	Status	Comments
v1.0	01/05/18	Aden Ottewill	Published	First version
v1.1	01/05/20	Aden Ottewill	Published	Revision of contact details