

TechnoGenerations

Privacy and General Data Protection Regulation Notice

Introduction

This notice gives an overview to the way we collect, store, and use any information that we hold when an individual or company uses one of our services or websites. For more detailed information please request a copy of our policies.

We are committed to protecting our customers privacy, information, and data.

Our approach in brief

- To maintain a high standard of data security.
- To be transparent about the information we record and why.
- We will only use your information as you would reasonably expect for us to deliver our services.
- We will seek separate positive consent for marketing purposes and ensure that if you refuse or withdraw your consent that it will not affect our service to you.

Your rights in brief

- You have the right to know what personal information the company holds.
- You have the right to know why the company records that information and for how long.
- You have the right to request access and removal of your personal information.
- You have the right to correct any inaccurate personal information, and request that information be made available to you to move as simply as possible.

Our specific duties

Our engineers are under strict instructions never to copy, delete, or move personal data using Techno Generations OR personal devices.

Personal data we collect on you as part of our duties will be kept in accordance with our own GDPR, data retention, and data security policies.

Our obligations to you under GDPR, unless legally compelled are:

- That we will obtain the customers (Data Controller's) written consent before sharing data with any 3rd party or sub-processor.
- Ensure that our protections are maintained and recorded by any sub-processor.
- Take all appropriate technical and organisational measures to ensure confidentiality and data security, and document those on request to the controller.
- Process any personal data only to the documented instructions of the controller.
- Remove or return all personal data collected by us upon completion of our contractual duties.
- Assist where appropriate with subject access requests received by the data controller.
- Make all necessary information available to the controller to demonstrate GDPR compliance.
- Report any instances or suspicions of data loss or breaches within 72 hours.

Where you can find more information?

TechnoGenerations has reviewed its policies in line with GDPR.

What do we mean by personal information?

Personal data refers to any information that could identify an individual. This could be a name, address, job title, username, email and contact details, ethnicity, health data, etc.

Examples of what personal data the TechnoGenerations as a Company collects when you use our services

- Contact details and preferences, date of birth, identification documents only if necessary.
- Usernames and passwords of your systems.
- Network topology and infrastructure.
- Bank account details and any financial information
- Photographs and CCTV images.
- Door access codes.

We may also hold data about you that we have received from other organisations, including other suppliers, and any subcontractors.

Why do we collect this information?

- For identification purposes.
- To fulfil our obligations to you, for example to support your network.
- Provide accurate and up to date quotes and reports
- Support 3rd Party Suppliers on your behalf (For any 3rd party infrastructure in place e.g. Meraki)
- Marketing (where you have opted in)

We only collect and use personal data when the law allows us to. Most commonly, we process it where:

- Necessary to provide our services and fulfil our contractual obligations to you
or
- Because you have asked us to do something before entering into a contract (for example: to provide a quote or report).

We keep personal information about you while you're involved in business with us.

We may also keep it beyond your involvement with us to comply with our legal obligations. Our record retention policy sets out how long we keep information for.

How we store your data

All data is stored on secure services within the European Union.

Who we share data with?

We will only share your information when it is legally required or necessary in fulfilling our duties to you, and in doing so is not in breach of data protection law.

We do not share information about you with any third party without consent unless the law and our policies allow us to do so.

Data Portability

You have the right to move, copy or transfer any personal information and data that you have provided to us.

If we receive a request for data portability, we will ensure that your information is transferred securely, in a common format, and without unreasonable delay.

For more information please follow the link below:

<https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/right-to-data-portability>

Data Breaches

TechnoGenerations will report all breaches within 72 hours of becoming aware of any breach and will notify affected individuals about a breach when it is likely a high risk to their rights and freedoms.

Website and Cookies

By using our websites and apps (through any device) you agree that this use of cookies applies to that use in addition to any other terms and conditions which may apply.

TechnoGenerations's use of cookies may be subject to change from time to time. Any such changes will appear here and become effective immediately.

What is a cookie?

Cookies are small text files that are sent to and stored on your device whenever you visit our websites or use our on-line apps.

Cookies are used to maintain the history of your browsing activities when you visit a website and can also be used to customise and so improve your experience.

Cookies do not in any way compromise the security of your computer.

You can continue to use our websites with no loss of functionality if you choose to disable cookies on your device. More general information on cookies can be found on aboutcookies.org. This includes information on how to disable cookies.

Guidelines from the Office of the Data Protection Commissioner for the contents and use of Privacy Statements on websites, including expected standards for cookies can be found on <http://www.dataprotection.ie/docs/PrivStatements/290.htm>

How we use Cookies

We use cookies to monitor our website traffic, to ensure better service levels and to enable us to provide you with additional features such as customised delivery of our services to you.

Making a Complaint

If you think that our collection or use of personal information is unfair, misleading or inappropriate, or have any other concern about our data processing, please raise this with us in the first instance.

To make a complaint, please email complaints@technogenerations.com or call our office on +442031296627

Alternatively, you can make a complaint to the Information Commissioner's Office:
Report a concern online at <https://ico.org.uk/concerns> or call 0303 123 1113

Or write to: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF