# PRIVACY NOTICE

## WHO ARE WE?

PCS Business Systems are a Managed Service Provider, probably one of the best Managed Service Providers in the UK. We enjoy a high level of trust from our customers and we want to ensure we never breach that trust. PCS are not in the business of selling, renting or trading any of your personal data with other companies for marketing purposes, we prefer to stick to things we know about like Managing your IT infrastructure and keeping you safe from Cyber threats. This policy is designed to give you a completely honest insight in to why we have your personal data, how we use it and how we keep it secure. It won't be the most interesting of reads, but if you've got this far you obviously have some time on your hands, so here goes!

## TYPES OF DATA WE COLLECT
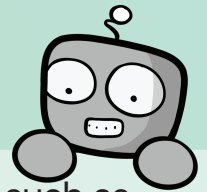
Personal information means any information that may be used to identify you, such as, your name, title, phone number, pant size, favourite food, email address, or mailing address. In general, you can browse our web site without giving us any personal information. We do not tie a specific visit to a specific IP address and therefore collect only anonymous statistics. However, there are additional activities on our site that require you to be registered, for example to enter some of our competitions or comment and point out our poor grammar in our blogs. As part of the registration process, we collect personal information. We use that information for a couple of reasons: to tell you about stuff you've asked us to tell you about; to contact you if we need to obtain or provide additional information; to check our records are right and to check every now and then that you're happy and satisfied (our skills are limited to IT, we can't improve your happiness by making your husband wash up more regularly).

## WEBSITE DATA

A cookie is a small text file containing information that a web site transfers to your computer's hard disk for record-keeping purposes and allows us to analyse our site traffic patterns. A cookie cannot give us access to your computer or to information beyond what you provide us. If you disable cookies, you can still view the publicly available information on our web site. If all this talk of cookies has made you hungry then you are more than welcome to drop in and see us at any time, we generally have chocolate cookies in the office and if you let us know you're coming we can get some posh ones in too.

# PCS

## WIFI

If you visit PCS you may be one of the lucky few that are trusted with our guest Wi-Fi password. If you do pass the 79-point test set by our paranoid technical department the access will allow you to operate very, very slowly on the guest Wi-Fi, but we don't collect or store any data.

## MAILING LIST

We operate solely a business to business model.

This means occasionally we want to mail you to let you know about our services. These services are designed to be of value to your business and we want to be able to tell you how great we and our products are.

We are confident you wouldn't want to miss out on our communications, let's be honest they are probably the best pieces of mail you are going to ever receive from a Managed Service Provider.

## SHARING YOUR DATA

We will only share your information when absolutely necessary in order to provide you with the service you require. Examples of this are couriers and suppliers delivering your goods. Where you are buying licenses, we are required to pass your details to the manufacturer to register your purchases. We will always ensure that any details we pass on are only going to a reputable company with a privacy policy that complements our own. We will never pass your details to Dodgy Dave down the road, as we believe he's a right wrong'n.

## ACCESS TO YOUR PERSONAL INFORMATION

You are entitled to access the personal information that we hold on you. Email your request to ask@pcs-systems.com. We will always act on your request as quickly as possible (and certainly within the requirements of GDPR). If your request is urgent we suggest sending pizza in to feed our hungry nerds who deal with these requests, we find it tends to make them work quicker.

Any personal information that we do hold on you is securely stored on our own system which is protected by clever techie stuff that complies with the Cyber Essentials scheme and ISO27001:2013. It's encrypted, password protected, backed up and I wouldn't be surprised if it's also got the 3 headed dog from Harry Potter guarding it.

You can unsubscribe from our mailings at any time by visiting our website and clicking on the opt out button. It's near the bottom of the home page, if you can't find it then give us a call and we'll point you in the right direction.

**www.pcs-systems.com**                              **08452 41 41 55**

## CHANGES TO THIS PRIVACY NOTICE

We may occasionally change and update this Privacy Notice. Believe me that won't be very often because it isn't the most interesting piece of work we've done this month. Where we do make any changes, we will publish them on our website.
If you have any questions or concerns about our collection, use or disclosure of your personal information, please drop us a line at ask@pcs-systems.com
We love our customers (and potential customers) so will always do everything we can to keep your personal information safe from the bad people.
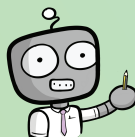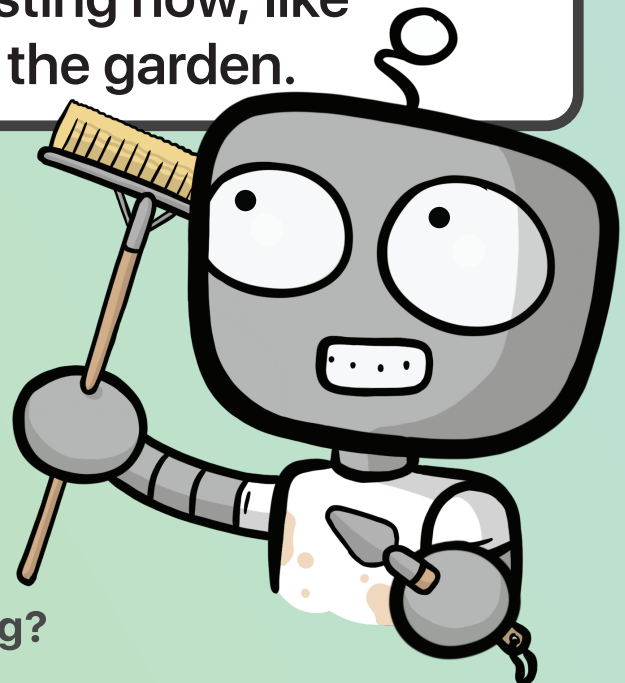
I really can't believe you've got to the end of this document, fair play to you. You should probably go and do something far more interesting now, like doing the house work or weeding the garden.

**Want to speak to someone?**
Call us on 08452 41 41 55

**Like to have things in writing?**
Email us at ask@pcs-systems.com

**Wondering how else we can help?**
Check out our website: www.pcs-sytems.com