

# Privacy Policy

## ***Privacy Statement for PC Wakeup Ltd:***

This section has been put together to help you understand what information we hold about you when you visit our website and our premises, and how we will use that information. PC Wakeup Ltd is committed to ensuring your privacy is protected. Should we ask you to provide information by which you can be identified when using this website or on our premises, you can be assured it will only be used in accordance with this privacy statement. PC Wakeup Ltd may change this policy from time to time to adhere to the General Data Protection Regulation (GDPR) by updating this page. You should check this page occasionally to ensure you are happy with any changes.

## ***About us:***

PC Wakeup Ltd is a registered company in England & Wales with company no. 6236375 and VAT registration no. GB 907 9956 69.

## ***Our Registered Address is:***

PC Wakeup Ltd  
198 St Helens Street  
Ipswich  
Suffolk  
IP4 2LH

PC Wakeup Ltd is registered under the Data Protection Act and is a Data Controller (person who determines the purposes and means of the processing of personal data) and Data Processor (person who processes personal data) of personal data. You can contact our designated controller at the above address.

## ***Information we may collect about you:***

We may collect and process the following data about you...

Information that you provide either by filling in forms on our premises or on our website. This includes information provided at the time of purchasing services from us or requesting further services.

- Name.
- Contact information including email address.  
(If you contact us by letter or email, we may keep a record of that correspondence.)
- Demographic information such as postcode (address).
- Details of transactions you carry out either through our website or on our premises.
- Completion and administration of your orders/request for services.
- Credit/Debit card receipts are held in a locked safe for 2 months (for accounting purposes) and then destroyed. Card details are not held or shared with anyone.
- Details of your visits to our site including, operating system, browser type, referring / exit pages and URLs, number of clicks, domain names and pages viewed, whether this is required for our own billing purposes or for security.

By collecting and storing your contact details it allows us to meet our contractual obligations.

**WE DO NOT COLLECT AND STORE YOUR INFORMATION TO SEND YOU MATERIAL ABOUT OUR (OR THIRD PARTY) PRODUCTS AND SERVICES.**

In the circumstances where we are acting as a data processor, we shall only act on the instructions of our customer as the data controller. If you provide us with personal data about a third party (for example when registering a domain on their behalf), you guarantee that you have obtained the express consent from the third party for the disclosure and use of their personal data.

### ***Website and cookies:***

A cookie is a small text file that a website saves on your computer or mobile device when you visit the site. When someone visits our website(s), we collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as number of visitors to the various parts of the site. We collect this in a way that does not identify anyone (anonymous). We do not make any attempt to find out the identities of those visiting our web site. We will not associate any data gathered from this site with any personally identifying information from any source.

Our website uses cookies, but these are only used for essential purposes such as tracking your orders and payments through our website and other such functions such as Google Analytics (where you will remain totally anonymous).

You can delete or block these cookies but some of the features of this site may not work as intended if you do.

**WE DO NOT USE COOKIES FOR ADVERTISING OR MARKETING PURPOSES AND WILL NEVER SHARE YOUR INFORMATION WITH THIRD PARTIES.**

### ***How we use personal data:***

- To process orders that you have placed with us.
- To invoice for services that you have requested from us.
- To handle customer service and careers enquiries.
- To ensure that content from our site is presented in the most effective manner for you and for your computer.
- To provide you with information, products or services that you request from us, where you have consented to be contacted for such purposes.
- To carry out our obligations arising from any contracts entered in to between you and us.
- To allow you to participate in any interactive features of our service when you choose to do so.
- To notify you about any important changes (not services/products).
- To carry out statistical analysis.

**WE DO NOT SELL, EXCHANGE OR GIVE AWAY ANY OF YOUR PERSONAL INFORMATION TO THIRD PARTIES.**

***Data recovery/retention:***

We only retain your personal data for as long as we need it to fulfil the purposes for which we have initially collected it, unless otherwise required by law. We will retain and use information as necessary to comply with our legal obligations, resolve disputes, and enforce our agreements as follows...

- Invoice data is kept for a minimum of 7 years as required under UK Law.
- Backups - In the event of possible data loss, we prefer to carry out a full data backup prior to any work proceeding. Data security always has been and always will be top priority for our customers. For that reason, the data backup would always be encrypted. Data backups are normally deleted two weeks from the date you collect your equipment. You can request we keep your data backup stored for longer or shorter if required. Depending on the circumstances, a data backup may not be possible. Data backups are optional and depending on the type of job may not be necessary. As per our terms and conditions, we do not accept liability for the loss or corruption of data whilst the equipment is in the company's possession. You (the customer) are responsible for ensuring that any data and programs held on the equipment is fully backed up before the equipment is brought into the shop. You can let PC Wakeup reception staff know verbally if you do not wish for a backup to be performed when you bring your computer in to the shop if you do not want us to perform a backup and they will ensure that this is recorded on the job sheet.

***Where we store your personal data:***

The personal data that we collect from you will be stored on our servers in the UK. Any sensitive data will be encrypted. Occasionally, we may have to transfer personal data outside of the European Economic Area (EEA). For example, domain registration data needs to be sent to our domain registrar outside of the EEA for the registration of any non.UK domain.

By submitting your personal data, you agree to this transfer, storing or processing of data outside the EEA. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with the GDPR and our data protection policies.

***Remote support:***

For support purposes, we use remote access to sites/systems/computers. Our remote access policy is as follows...

- We will never copy or transfer any of the files stored on these devices unless you've explicitly given us permission to do so. Any files that we do transfer will be held securely by us and deleted once they are no longer required.
- We would never remote control any individual's computer without first obtaining permission for every occasion.
- Remote control applications will remain password protected to prevent any unauthorised access.
- All remote-control sessions will be encrypted.

## **Social media**

Our website has links to various official social media platforms. However, users are advised to verify the authenticity of such profiles before engaging with or sharing information with such profiles. Please use social media platforms wisely and communicate/engage on them with due care and caution adhering to their own privacy policy (see resources and further information). We will never ask you for passwords or personal details on social media platforms.

We respectfully ask our customers to conduct themselves appropriately when engaging with us on social media.

We adopt a social media policy to ensure our business and our staff conduct themselves accordingly online.

## **Your rights:**

Unless subject to an exemption under the GDPR, you have the following rights regarding your personal data...

- **The right to be informed** - This Privacy Policy explains what data is being collected, how it is being used, how long it will be kept and whether it will be shared with any their parties.
- **The right to access** – You can request a copy of the personal data which we hold about you. We have 1 month to produce this information, although there are exceptions for requests that are manifestly unfounded, repetitive or excessive.
- **The right to rectification** – You can request an update to any information held that is inaccurate or incomplete. A request for rectification can be made verbally or in writing. We have a month to respond and the same exceptions apply as 'right to access'.
- **The right to erasure (to be forgotten)** – You can request (verbally or in writing) that your data be erased. The right is not absolute and only applies in certain circumstances as there may be legal reasons as to why we need to keep your data. Please do inform us if you think we are retaining or using your personal data incorrectly.
- **The right to restrict processing** - You have the right to request the restriction or suppression of your personal data (verbally or in writing) by, for example, unsubscribing to emails. This is not an absolute right and applies in certain circumstances. PC Wakeup Ltd does not gather your personal data in this way or share it with third parties. However, if you would like to record your right to prevent this type of processing, please do contact us.
- **The right to data portability** - Allows you to obtain and reuse our personal data for your own purposes across different services – allows you to move, copy or transfer personal data easily from one IT environment to another in a safe and secure way.
- **The right to object** – You can object to the processing of your data in certain circumstances such as for direct marketing. PC Wakeup Ltd does not use your personal data for marketing or share it with their parties.
- **The right to complain** – You can lodge a complaint with the Information Commissioners Office. Please see <https://ico.or.uk/concerns> for further information.

**Data breaches:**

In the event of a data breach, the affected individuals will be contacted within three working days of us becoming aware of such a breach, it will be reported to the Information Commissioner, and a full report, highlighting any risk, will be provided.

**Resources and further information:**

- PC Wakeup Ltd Terms & Conditions  
[\[PC Wakeup - Computer, PC, Laptop and Apple Repairs in Ipswich Suffolk - Terms & Conditions\]](#)
- Overview of the GDPR – General Data Protection Regulation  
[\[Guide to the UK General Data Protection Regulation \(UK GDPR\) | ICO\]](#)
- Data Protection Act 1998  
[\[Data Protection Act 1998 \(legislation.gov.uk\)\]](#)
- The Privacy and Electronic Communications (EC Directive) Regulations 2003  
[\[The Privacy and Electronic Communications \(EC Directive\) Regulations 2003 \(legislation.gov.uk\)\]](#)
- Twitter Privacy Policy  
[\[Privacy Policy \(twitter.com\)\]](#)
- Facebook Privacy Policy  
[unable to access on website]
- Yell.com Privacy Policy  
[\[Yell Privacy Policy | Yell.com\]](#)
- Google Privacy Policy  
[\[Privacy Policy – Privacy & Terms – Google\]](#)