

Introduction

Your privacy is very important here at [ARG IT Solutions](#). This privacy notice covers personal information held which can make someone (the data subject) identifiable. Data of this kind, which we collect, includes your name, address, email, contact numbers, photographs, videos, logos and reviews (wording provided by you). This data is collected by us to carry out our services and for promotional purposes.

This privacy policy covers:

- [Who we are](#)
- [What information do we collect](#)
- [How do we use personal information](#)
- [What legal basis we have for processing personal data](#)
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Please read this policy very carefully. You have the right to contact us at any time to request what information we hold about you. You are also entitled to request to us to change, update or destroy your data from our systems (limitations may apply). If you have any questions or concerns regarding your information and how we hold and store this data, please contact us at: enquiries@argitsolutions.co.uk

Please note by viewing and acknowledging this policy you agree to our terms and conditions laid out within.

Who we are?

ARG IT Solutions are sole traders who provide IT Services and Website Design to the public. All our contact details can be found within this privacy policy in the '[how to contact us](#)' section, should you wish to contact us regarding your data or have any questions or concerns.

What information do we collect?

Data is collected when you purchase or use ARG IT Solutions' services, complete our contact form, or email/telephone/write enquiring about services from us. We collect your name, home address, billing address, email and contact numbers. This is so we can respond to you in relation to your query or to provide IT services in your home and/or workplace and invoice you as agreed.

For website design and creation, we collect your name, home address, billing address, email, contact numbers, work place information, logos, photographs, videos, reviews (wording provided by you) and other information relating to your business provided by yourself.

How do we use personal information?

We use your personal information for IT services. Examples include:

- Your name and address to visit you in your home for tuition or to look at a computer.
- Your email or telephone to contact you to make an appointment, answer any queries.

We use your personal information to create and manage websites on your behalf. This will include all information supplied by you to create your website. You give permission for your website and details therein to be live on the internet, to be viewed by the public domain to access your services and business. You also give your permission to have accounts and administration details set up on website hosting platforms, in order to create, amend and view your website.

You give permission for ARG IT Solutions to use your website designed by us to promote ARG IT Solutions services and skills on our own website. These can be viewed at: www.argitsolutions.co.uk

We are not responsible for search engines and other websites or third parties accessing your information from your/our website and contacting you/using your data for promotional or personal reasons. It is your responsibility to contact these third parties and ask to remove your data.

If you do not wish to have your personal information used for any of these purposes, then all your data we hold will be destroyed and ARG IT Solutions will be unable to provide any services for you.

What legal basis do we have for processing your personal data?

ARG IT Solutions collect data in accordance with data protection laws. We only collect data necessary with your consent, for example when contacting ARG IT Solutions about our services, you consent to us using your information to reply.

Your data is to be used solely for contractual and the legitimate interest of ARG IT Solutions. The contract is an agreement between ARG IT Solutions and you to carry out work. This can be through a written contract or electronic communication. Legitimate interests is our sole interest in your data. We will use it for the promotion of our website and business. For example, using your website created by us to promote ARG IT Solutions via the portfolio page. You can at any time opt out and request for your data to be removed. Please [contact us](#) to do so.

Legal obligation requires us to comply with lawful requests as necessary. For example, if a court order requires personal data to be processed for a particular process, ARG IT Solutions will assist as necessary if asked by these authorities.

For further information on these matters, which ARG IT Solutions complies with in accordance to the data protection laws, please see the Information Commissioner Officer's website:

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

(Please note ARG IT Solutions accepts no responsibility for what is written on this website or for any cookies or third party links in association with it)

When do we share personal data?

Your personal data will only be shared for the following purposes:

- If the law requires it – for example if any fraudulent activity is taking place and ARG IT Solutions are contacted by the police or other law-abiding authority to provide them with information. Or if ARG IT Solutions have any concerns about anybody and for public safety, need to report this to the appropriate authority.
- If it is necessary for the services you require – for example if you are using our website design services and wish to link with other websites (for example public review websites), they will require your details to link your businesses together.

Your information will be treated confidentially and only the necessary data will be given in order to fulfil the services you require. This will only be completed from ARG IT Solutions password protected computers and through known associates to us or you (as approved by you).

Where do we store and process personal data?

To ensure your data is processed in accordance with our privacy policy, we follow the guidance we have laid out here within. We only collect the data we require to carry out our services and use this as necessary to complete these services. All necessary data is held on password protected computers/telephones and cloud storage and *where possible* on encrypted hard drives/USBs for a maximum of 5 years. These are stored in ARG IT Solutions main workplace and only taken to your address for removal or reinstatement purposes (e.g. putting your data back onto your computer in your home).

For computer repairs/installations/reinstallations, we will attempt to run a full backup of your data on a hard drive or USB stick. If the repair is successful, the backup will be securely removed.

For our website design services, a copy of your website is kept on our cloud storage for recovery and editing purposes. ARG IT solutions owns the rights of the website's design, but you still own the rights of your images, logos and wordings of supplied. Your

website is also backed up with our hosting company Cloud Above, to contact Cloud Above email: hello@cloudabove.com

We are not responsible for search engines and other websites or third party companies accessing your information from your website and storing/contacting you/using your data for promotional or personal reasons. It is your responsibility to contact these third parties and ask to remove your data.

If you do not wish to have your personal information used for any of these purposes, then ARG IT Solutions will be unable to provide any services for you.

How do we secure personal data?

Data security is extremely important to us at ARG IT Solutions. We keep all the collected data we have of you on our password protected computers/telephones, OneDrive cloud storage account, external hard drive or USB stick. All of which is encrypted and/or password protected. We use Microsoft Bit Locker for encrypting your personal data on hard drives and USB sticks.

ARG IT Solutions is a sole trader and has the only access to the password protected computers/telephones, OneDrive, and hard drives/USBs that store your information. We regularly change our password and keep it secure to prevent unauthorised access to our accounts. Any documents that hold sensitive data are also password protected. We also frequently backup our computer and keep a main copy of all key documents in the cloud. We use up to date antivirus and perform regular scans. Your data is kept in the cloud for in the event of a complete failure/loss of our system.

How long do we keep your personal data for?

All necessary data is held on password protected computers/telephone, cloud storage and hard drives/USBs for a maximum of 5 years. This is reviewed upon the five year anniversary of first contact. If you are continuing to be a customer of ARG IT Solutions, we will review and inform you of the data held for renewal. We store information (documents, photographs, videos, programs) collected from computers for data recovery on a secure computer, cloud storage, hard drive or USB stick. This is stored for a maximum of 12 months in case of any recovery issues within the 12 month warranty period. It is then destroyed securely. These are stored in ARG IT Solutions main workplace and only taken to your address for removal or reinstatement purposes (e.g. putting your data back onto your computer in your home).

With our website design services, you give permission for your website and details therein to be live on the internet to be viewed by the public domain to access your services and business. You also give your permission to have accounts and administration details set up on website hosting platforms, in order to create, amend and view your website.

We are not responsible for search engines and other websites or third parties accessing your information from your website and storing/contacting you/using your

data for promotional or personal reasons. It is your responsibility to contact these third parties and ask to remove your data.

When your data is set to be removed it is done through a secure erase and formatting tool. Any data held on the cloud is deleted and removed from the online recycle bin. Once your data is removed, we will not be able to recover it.

If you do not wish to have your personal information used for any of these purposes, then ARG IT Solutions will be unable to provide any services for you.

Your rights in relation to personal data

Under GDPR laws, you have the right to access and control your personal data. You have the right to:

- Access all personal information that we hold on you.
- Correct or delete any information we hold about you.
- Withdraw your consent of us holding and using your personal data (this will remove any websites we have created and hold live for you on the internet).
- Control data portability – where it is a USB stick or hard drive
- Restrict processing and objection
- Lodge a complaint with the Information Commissioner's Office:
<https://ico.org.uk/>

Please contact us should you wish to do any of the above:
enquiries@argitsolutions.co.uk

Data requests must be made in writing to ARG IT Solutions via our email or address (see contact details section). These will be given to you in printed form on a face to face basis. Exceptions for this include your data from recoveries made to/from a computer or hard drive. This will be given to you in an electronic format and viewing discussed on an individual basis. We may ask for verification and identification for accessing these data requests e.g. you will not be emailed the information requested.

If any data requested by you, breaches the data protection and privacy of someone else, there may be limitations as to what we can provide for you. This will be advised as necessary.

Also, if there is any data which we are required to keep by law, this will remain with ARG IT Solutions for as long as necessary (for example: for police evidence etc.) and will not be destroyed as requested by you.

Use of cookies and other technologies

We do not use cookies, tracking or similar technologies related to tracking.

If you are using our services, other websites that you link with or search engines/other websites may use cookies for their work. **ARG IT Solutions holds no responsibility** for these cookies and it is your personal choice to use/review/remove these at your own doing.

Linking to other websites/third party content

When using our website design services, you give permission for third party companies to link to your website, if this is something you wish to include (this will be discussed on an individual basis). For example; affiliated links, other websites you have, public review websites, accreditation websites/companies you have permission to link with.

ARG IT Solutions takes no responsibility for the content, information and views taken on these third party links and it is your responsibility to monitor this, ensuring you are happy to continue association with these and have the right written permissions to remain in contact and linked with these third parties.

How to contact us?

If you have any questions or concerns about your privacy, your personal information, you want to update your information or wish to file a complaint, please contact us:

Website: www.argitsolutions.co.uk

Email: enquiries@argitsolutions.co.uk

Address: Tregerras Cottage, Cubert, Newquay, Cornwall, TR8 5PN