

# PC Rescue Privacy Policy

## **Our contact details**

Name: PC Rescue  
Address: 15 Springfield Avenue, Neyland. SA73 1TW  
Phone Number: 01646 602248  
E-mail: [privacy@pcrescuewales.co.uk](mailto:privacy@pcrescuewales.co.uk)

## **The type of personal information we collect**

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name contact details and a description of technical issues needing support.)

## **How we get the personal information and why we have it**

Most of the personal information we process is provided to us directly by you for one of the following reasons: To arrange a visit to your premises to provide a support request or to contact you regarding invoicing or remote support.

We use the information that you have given us in order to arrange site visit/s or for remote support or invoicing.

We may share this information with Intuit Quickbooks or PayPal for invoicing purposes, and Google for contact data.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

**(a) Your consent. You are able to remove your consent at any time. You can do this by contacting using any of the options on <https://pcrescuewales.co.uk/contact/>**

**(b) We have a legitimate interest.**

## How we store your personal information

Your information is securely stored.

We keep contact information for a year after it is last used for a legitimate purpose. We will then dispose your information by deleting it from our contact database unless you explicitly consent to keeping it. Financial information must be kept for 6 years under UK law. This also includes some contact information. If the customer's account has been inactive for 7 years, this information will be deleted from our accounts system.

## Your data protection rights

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your personal information.

**Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

**Your right to object to processing** - You have the the right to object to the processing of your personal information in certain circumstances.

**Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at [privacy@pcrescuewales.co.uk](mailto:privacy@pcrescuewales.co.uk) if you wish to make a request.

## **How to complain**

If you have any concerns about our use of your personal information, you can make a complaint to us at [privacy@pcrescuewales.co.uk](mailto:privacy@pcrescuewales.co.uk) or by post to PC Rescue, 15 Springfield Avenue, Neyland SA73 1TW

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>