

MIS GROUP

Privacy Policy

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1. Collection of Information

We may collect personal information about you when:

- you take a service or product from us
- you contact us with an enquiry or in response to a communication from us

We may take this information from you in a number of ways:

- Visiting our websites
- Email communications
- Firewall, server and security logs
- Telephone (including mobile)
- Text message or any other multimedia messaging application

2. Use of Information

Information you provide, or we hold about you may be used by us and/or our agents to:

- identify and respond to you when you make direct enquiries or requests to us
- administer any accounts, services and products provided by us
- help prevent and detect fraud or loss
- contact you about other services and products offered by us

3. Disclosure of Information

We may disclose information we hold about you to third parties for the purpose of providing services you have requested, or where legitimately requested for legal or regulatory purposes, as part of legal proceedings or prospective legal proceedings.

We will not sell, rent or share your personal information, with or to any third parties, without your express permission.

4. Monitoring

We may monitor and record calls made to us for the purposes of quality assurance, legal, regulatory and training.

5. Protection of Information

We maintain strict security measures to protect personal information. These measures include governing the processing of the personal data in accordance with GDPR and UK Data Protection Laws.

6. Links To 3rd Party Web Sites.

Our website may contain links to other recognised and respected organisations websites. We are not responsible for the privacy practices of these sites. This privacy policy applies solely to information collected on MIS websites.

7. Transferring Data

We may transfer, store, or process data in any European Union or European Economic Area where MIS or its affiliates, sub-processors or subcontractors operate to provide our services. MIS will abide by the requirements of the European Economic Area regarding the collection, use, transfer, retention, and other processing of Personal Data from the European Union or European Economic Area. All transfers of personal data will be subject to appropriate safeguards as described by the GDPR.

8. Data Retention

We will only keep personal information for as long as we have a business purpose to do so and thereafter, for no longer than is required or reasonably necessary for internal reporting and reconciliation purposes, or to provide feedback or information you might request. All data retention will be strictly in compliance with the GDPR and UK Data Protection laws.

9. Changes to This Policy

We reserve the right to change this policy at any time and updated version will be made available from time to time. Your continued use of our sites following the posting of changes to this policy will mean you accept those changes. Information collected prior to the time any change is posted will be used according to the terms of the policy that applied at the time the information was collected.

10. Right to be Forgotten

In the event that you wish to invoke your Right to be Forgotten then please inform MIS using the details shown in section 11 and we will address the request within 28 days of receipt.

11. Contact Us

If you would like further information about this policy or you wish to enquire about the data we hold about you, please contact us in writing at:

MIS Computer Services Limited
Charnwood House
Gadbrook Business Centre
Northwich
Cheshire, CW9 7UG

12. Version Control

Version Control

Version	Date	Author	Comment
Rev1	10/05/2018	Christopher McLaughlin	New version revised for GDPR
Rev2	21/08/2018	Christopher McLaughlin	CMc updated to make MIS Group compliant
Rev3	06/01/2023	Andrew McLaughlin	Updated to MIS Group Template & included section on right to be forgotten

This document is reviewed annually, next date: