

**IdoIT**  
**General Data Protection Regulation Policy**

1. Introduction

IdoIT is committed to protecting the privacy and security of your personal data. This GDPR policy explains how we collect, use, store, and share your personal information in accordance with the General Data Protection Regulation (GDPR) and the UK Data Protection Act 2018.

I am the data controller for the personal data I process.

This policy applies to all individuals whose personal data I process, including employers, clients and website users.

2. What Personal Data I Collect

I collect different types of personal data depending on your relationship with IdoIT. This may include:

- Identity Data: Name, title, date of birth, gender.
- Contact Data: Address, email address, telephone number.
- Financial Data: Payment history.
- Marketing and Communications Data: Your preferences for receiving communications from me.
- Website Usage Data: IP address, browser type, operating system, pages visited, and other information collected through cookies (please see my separate Cookie Policy).
- Employment Data: Information provided in job applications and during employment (if applicable).
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3. Special Category (Sensitive) Personal Data

I do NOT collect and process special categories of personal data, also known as sensitive personal data. This includes information about your:

- Race or ethnic origin
- Political opinions
- Religious or philosophical beliefs
- Trade union membership
- Health
- Sex life or sexual orientation
- Genetic data
- Biometric data (for identification purposes)

4. How I Collect Your Personal Data

I collect your personal data in various ways, including:

- Directly from you: When you make an enquiry, contract me to work for you or communicate with me.
- From referrals (where appropriate and lawful).
- Through my website: Using cookies and similar technologies (as detailed in my Cookie Policy).

5. How I Use Your Personal Data

I will only use your personal data when the law allows me to. Most commonly, I will use your personal data for the following purposes:

- To process invoicing and provide receipts.
- To manage your I.T. requirement.
- To provide support and services.
- To communicate with you about the work.

- To respond to your enquiries and requests.
- To comply with my legal and regulatory obligations.
- To improve my website and services.
- For administrative and operational purposes.

## 6. Lawful Basis for Processing Your Personal Data

Under the GDPR, I must have a lawful basis for processing your personal data. These bases include:

- Consent: You have given me clear consent to process your personal data for a specific purpose. You have the right to withdraw your consent at any time (see Section 14).
- Contract: The processing is necessary for a contract I have with you, or because you have asked me to take specific steps before entering into a contract.
- Legal Obligation: The processing is necessary for me to comply with a legal obligation.
- Vital Interests: The processing is necessary to protect the vital interests of you or another person.
- Public Task: The processing is necessary for me to perform a task in the public interest or for my official functions, and the task has a clear basis in law.
- Legitimate Interests: The processing is necessary for my legitimate interests or the legitimate interests of a third party, provided your interests and fundamental rights do not override those interests. My legitimate interests include:
  - Managing my operations effectively.
  - Communicating with my employers.

7. I will always carefully consider your rights and interests before relying on legitimate interests as my lawful basis for processing.

## 8. Sharing Your Personal Data

I may need to share your personal data with third parties for the purposes outlined in this policy. These third parties may include:

- Service providers: Organisations that provide services on my behalf, such as payment processors, mailing houses, IT support, and website hosting.
- Regulatory bodies: Such as HMRC, and law enforcement agencies, where I am legally required to do so.

9. I will only share the personal data that is necessary for the third party to provide their services or fulfil their purpose. I will ensure that appropriate safeguards are in place to protect your data when shared with third parties.

## 10. Keeping Your Personal Data Secure

I am committed to ensuring the security of your personal data. I have implemented appropriate technical and organisational measures to protect your personal data against accidental loss, destruction, misuse, alteration, or unauthorised access. These measures include:

- Secure storage of electronic and paper records.
- Restricting access to personal data to those who need it for their work.
- Regular staff training on data protection and security.
- Use of encryption where appropriate.
- Regular review and updating of my security measures.

## 11. Retaining Your Personal Data

I will only retain your personal data for as long as necessary to fulfil the purposes for which it was collected, including for the purposes of satisfying any legal, accounting, or reporting requirements.

The specific retention periods will vary depending on the type of personal data and the purposes for which it is processed. When deciding how long to keep your personal data, I will consider:

- The requirements of applicable laws and regulations.
- The purposes for which I collected the data and whether the data is still needed for those purposes.
- My legitimate interests in retaining the data.
- Once the retention period has expired, I will securely delete or anonymise your personal data.

## 12. Your Rights Under the GDPR

Under the GDPR, you have several rights regarding your personal data:

- The right to be informed: You have the right to receive clear and transparent information about how I process your personal data (which is what this policy aims to do).
- The right of access: You have the right to request access to the personal data I hold about you and to receive a copy of it.
- The right to rectification: You have the right to request that I correct any inaccurate or incomplete personal data I hold about you.
- The right to erasure ('right to be forgotten'): You have the right to request that I delete your personal data in certain circumstances.
- The right to restrict processing: You have the right to request that I restrict the processing of your personal data in certain circumstances.
- The right to data portability: You have the right to receive your personal data in a structured, commonly used, and machine-readable format and to transmit that data to another controller.
- The right to object: You have the right to object to the processing of your personal data in certain circumstances, including for direct marketing purposes.

## 13.

Rights in relation to automated decision making and profiling: You have the right not to be subject to a decision based solely on automated processing, including profiling, which produces legal effects concerning you or similarly significantly affects you.

## 14.

Exercising Your Rights:

If you wish to exercise any of your rights, please contact me using the contact details provided in section 16. I will respond to your request within one month, although this period may be extended in complex cases. I may need to verify your identity before fulfilling your request.

## 15. Changes to This Policy

I may update this GDPR policy from time to time to reflect changes in my practices or legal requirements. I will notify you of any significant changes by posting the updated policy on my website or by other appropriate means. The date of the latest update will be indicated at the bottom of this policy.

## 16. Contact Me

If you have any questions or concerns about this GDPR policy or my processing of your personal data, please contact me:

- By email: [russ@idoit.co.uk](mailto:russ@idoit.co.uk)
- By post: Russell Curgenvan (trading as) IdoIT, Pen Nare, 8 Clifton Terrace, New Road, Portscatho, Truro. TR2 5HR

## 17.

### Right to Lodge a Complaint

You have the right to lodge a complaint with the Information Commissioner's Office (ICO) if you believe that I have not complied with the GDPR. The ICO is the UK's independent authority upholding information rights. You can contact the ICO at:

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

Website: <https://www.ico.org.uk> Helpline number: 0303 123 1113

This GDPR policy is designed to be clear and easy to understand. If you have any difficulties understanding any part of this policy, please do not hesitate to contact me for clarification.