

Privacy Policy

Information security is critical to our business. We will take very good care of yours. We will uphold the law and respect your right to privacy in all that we do.

We operate to UK and EU General Data Protection Regulation standards together with local requirements where they apply. We will not sell or rent your information without your express permission.

We hold ourselves to high standards and this is our Privacy Policy. It explains how we collect and use your information e.g. when you contact us, visit our websites, apply for a job, or purchase products and services.

We are www.ithq.pro

ITHQ Limited, B1 Vantage Park, Old Gloucester Road, Hambrook, Bristol, BS16 1GW

Our Data Protection Officer is David Thomas dp@ithq.pro, +44 (0) 2039977979

Please contact us if you have any concerns or need further information.

YOUR rights

You have great rights over how we hold and use your information and there is no charge for using them. We will respond within one calendar month of receiving your request (which we may extend by a further two months where requests are complex or numerous, in which case we will let you know)

Access	Let us know if you want to know what information we hold about you
Sharing	Ask us who we share your data with and why
Consents	You can give permission for us to use your data in certain ways or say no
Correction	Tell us if your information incorrect or incomplete and we must update it
Deletion	You may want to be 'forgotten' and we will delete your information
Objection	You can ask us not to use your information or not to contact you
Restriction	Tell us if you want any restrictions to how we use your information
Transfer	Let us know if you want your information moved to someone else/elsewhere
Complain	To us or the UK Information Commissioner www.ico.org.uk

Information we may hold about you and how we use it

We only collect/hold your information that **the law** says we may or must, or which **you** have said we may do. This includes:

- name, address, telephone number and e-mail address;
- the services you use, and related information;
- bank and credit or debit card details;
- records of contact with you e.g. system notes, emails, and letters.

We may use your information to:

• communicate with you;	• investigate or prevent crime and meet our legal obligations;
• keep our records up to date	• disclose to regulatory bodies which monitor and/or enforce our compliance;
• process payments;	• manage our business using models and forecasts;
• do research and derive statistics;	• process job applications;
• gain feedback from you;	• keep you informed of products or services where you have said we may

The law says we may process your information if we have your consent, which you can withdraw at any time or if we need to perform a public task or, we have a contractual or legal obligation, a vital or legitimate interest.

How long we keep your information

We keep your information only for as long as necessary and destroy it when no longer needed. We have a retention schedule that we use to manage this.

How we protect your information

Information protection is our business. We pride ourselves on our security. We protect your information with physical, electronic, and procedural safeguards for collection, storage, and disclosure and to prevent unauthorised access, accidental loss or destruction. Your information is securely stored in the United Kingdom wherever possible.

Where we process your information

We may process your information outside the UK or European Union. Where this is the case, we will not transfer your information to countries outside the EEA unless it is unavoidable to allow us to deliver our products and services. If we do, we take care to do so under terms and conditions.

How we share your information

We may send information to receive information from, or exchange your information with:

- partners or agents who support us to deliver our products and services to you, or that we refer you to, or that refer you to us;
- companies who perform essential services for us;

- organisations that do research, analysis, and marketing activities on our behalf;
- regulators, courts, or other public authorities;
- the emergency services in the case of accident or emergency.

We will only share or exchange your information with others with the protection of a written agreement (including outside the UK and / or European Union) unless required for emergency, legal or regulatory reasons. If someone else delivers all or part of a service to you, your information will only be used for the service and to maintain management information for business analysis.

If the business is reorganised or sold to another organisation, we may transfer the information we hold to that organisation.

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