

Matt's Keyboard Repair - Privacy Notice

Our contact details

Name: Matt's Keyboard Repair
Address: 23 Lindsay Place, GLASGOW G12 0HU, UK
Phone Number: +44 7977 44 34 92
E-mail: mattskkeyboardrepair@gmail.com

What type of information we have

We currently collect and process the following information:

- Names
- Postal addresses
- Email addresses
- Phone numbers

How we get the 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:

- We need to contact you regarding a repair job;
- We need to send you equipment following the completion of a repair job;

Under the General Data Protection Regulation (GDPR), the lawful basis we rely on for processing this information is:

- We have a contractual obligation.

What we do with the information we have

We use the information that you have given us in order to

- Communicate with you
- Return equipment to you

We may share this information with courier and shipping firms for the purposes of returning equipment to you.

How we store your information

Your information is securely stored on encrypted computer storage accessible only by Matt's Keyboard Repair.

We keep all personal information relating to you for a period of 12 months following the last communication with you. We will then dispose of your information by securely deleting it.

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 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 information in certain circumstances.

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

Your right to data portability - You have the right to ask that we transfer the 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 mattskeyboardrepair@gmail.com if you wish to make a request.

How to complain

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