

Matt's Keyboard Repair - Privacy Notice

Our contact details

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What type of information we have

We currently collect and process the following information:

- Names
- Postal addresses
- Email addresses
- Phone numbers
- Payment details (in limited cases)

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:

- Responding to enquires from you
- We need to contact you regarding a repair job
- We need to send you equipment following the completion of a repair job
- Processing payments

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

- The processing is necessary to enter into a contract with you or in performance of the contract with you
- We have a legitimate interest to process your personal data for the purposes of providing our services

Please note that where you have entered into a contract with us, failure to provide data may have an impact on our ability to properly implement the contract or on your ability to exercise certain contractual rights.

What we do with the information we have

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

- Communicate with you
- Carry out the work instructed
- Perform and implement our contract with you
- Return equipment to you

We will share this information with courier and shipping firms for the purposes of returning equipment to you and, where necessary, with any sub-contractors instructed to carry out specialist work on our behalf. We will share personal data with IT, software service and cloud storage providers. Where we use these providers we have appropriate contractual arrangements in place to ensure the security and confidentiality of your data.

We may share your data with third parties in the context of a sale of some or all of our business. In those circumstances the data will be subject to confidentiality arrangements.

We will also share your personal data where we are required to do so by law.

If your personal data is transferred outwith the UK we will ensure that adequate safeguards are in place, an adequacy agreement or other contractual arrangement is in place as required by law.

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 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