



DeVA Solutions Ltd - Privacy Policy

Date Completed: 23rd March 2021

Our contact details

Name: DeVA Solutions Ltd
Address: 114-120 Northgate Street, Chester, CH1 2HT
Phone Number: 07713 817760 / 07710993654
E-mail: info@devasolutions.co.uk
ico. Registered: ZB030041

The type of personal information we collect:

For services provided by DeVA Solutions we may require personal information such as your name, email address and contact number. We may also require employee data, financial information and website user statistics - dependent on the service you require. Providing us with personal information is optional however, we may not be able to provide the service in question without specific information.

How we get the personal 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:

- You require a paid service from DeVA Solutions Ltd
- We also receive personal information indirectly, from the following sources in the following scenarios: Any Affiliates you have working on ours or your behalf.
- We collect your email address, phone number and postal address so we can provide what we have contracted to, invoice you and keep proper records of our business relationship.
- We process your data to support the delivery of the services you have agreed to. We keep records of the services provided to you, and information you give us, so we can support you when needed and advise you of any additional services you may need.
- If you pay us by BACS or direct transfer, we know only what the bank tells us, which is usually the name of the person who paid us and how much and the reference number.

We may use the information that you have given us in order to provide the service you have required.

Any personal information/data that DeVA Solutions collects will be treated confidentially.

We will not disclose any of your personally identifiable information without your permission except under certain circumstance for example, if DeVA Solutions in good faith believes the law requires it.

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

- (a) Your consent. You are able to remove your consent at any time. You can do this by contacting info@devasolutions.co.uk**
- (b) We have a contractual obligation**
- (c) We have a legal obligation.**
- (d) We have a vital interest.**
- (e) We need it to perform a public task.**
- (f) We have a legitimate interest.**

Our Website Enquiries, Newsletters and Automated Emails:

If you sign up to a newsletter list, you will be sent what you asked for. We normally operate 'double opt-in' lists and you will need to reconfirm your subscription before anything is sent. You can unsubscribe at any time by clicking the unsubscribe button on any email.

You are not automatically subscribed to any other lists.

If we email you individually using our own email system, or respond to an email sent to us at any of our business email addresses, a copy of that email will also be stored.

If you make an enquiry via our website, we will keep details of that enquiry and response for our data retention period.

Date: 23/03/2021

We monitor who opens what in our newsletter lists, and pre-set sequences of information we send you. We do this, so we can see if content is popular and generate more of it, or if it is not read.

You can unsubscribe from these at any time.

From time to time, we contact individual email newsletter subscribers but it is extremely rare. This would normally be if something odd were going on and we wanted to check you could see and use the content or find out what was causing a problem.

Data Sharing – 3rd Parties:

We do not sell or exchange your personal data with organisations who may want to sell you something or use your data for research or other purposes.

People other than Deva Solutions Directors:

We have an outsourced support team for our own business which may include IT support and Accounting. They have limited access to your data, where the service they provide to us means they need it.

For example, if our IT support wants to check the functionality of a laptop or back up, they may need temporary access to information that may include something about you.

For example, if we invoice you, our Accountant needs to process the information in the invoice.

Your information/advice is held in the strictest confidence. Our team are all contracted to strict confidentiality clauses.

Where is your data located?

Like most small businesses, we do not have any tailor-made software so we use mainstream packages for everything from our customer records, to email, to accounting. Webfactory store your information we gather from our website enquiries via server in Ireland. Their Privacy Policy can be found here: <https://www.webfactory.co.uk/privacy-policy>

Retention Periods

Your information will be kept for the length of time set out in our retention period.

We need to keep customer information long enough to satisfy HMRC and our insurers. We keep information on prospective customers long enough to make our sales enquiry system effective.

If you subscribed to a newsletter or updates list, you will remain on the list(s) you joined until you unsubscribe from that list.

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 personal 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 personal information in certain circumstances.

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

Your right to data portability - You have the right to ask that we transfer the personal 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 info@devasolutions.co.uk if you wish to make a request.

Date: 23/03/2021

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at DeVA Solutions Chester Limited, 114-12- Northgate Street, Chester, CH1 2HT for data protection queries.

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

ICO website: <https://www.ico.org.uk>

Date: 23/03/2021