

## **Privacy Statement**

### **What this privacy statement covers**

We are committed to protecting your privacy. This privacy statement describes what personal information we collect, how we use it and how we may share it.

We collect personal information that identifies you when you sign up with Smart Computer Repair and each time you use the service. We will keep this information for a reasonable period or for as long as the law requires.

We do not market Smart Computer Repair to children less than 13 years of age and so this privacy statement makes no specific provision for children's use of Smart Computer Repair.

We reserve the right to change this privacy statement from time to time. The latest version will always be on our website.

### **How we collect your personal information**

We generally collect your personal information directly from you. For example, we may collect personal information about you when you deal with us over the telephone, send us correspondence (whether by letter, fax, email or online form) subscribe electronically to our publications or when you have contact with us in person.

Generally, the type of personal information we collect about you includes your name, mailing address, telephone number and e-mail address. We may also collect sensitive information about you such as information about your computer make and model or usage information. We will only collect sensitive information in limited circumstances including where:

- You have consented to it
- The collection is required by law
- The collection is necessary for the establishment, exercise or defence of a legal or equitable claim.

There may be occasions when we need to source personal information about you from a third party. For example, we may collect personal information from a company for whom you work, other organisations with whom you have any dealings, a credit-reporting agency, and an information service provider or from a publicly maintained record.

### **Additional information we collect automatically when you use Smart Computer Repair**

When you use Smart Computer Repair we automatically receive and keep information about how you use our website and service. This includes your usage history and preferences, the media and websites you access, and your location when using the service.

We use this information to ensure service quality, to develop and tell you about new features of the software and service, and to customize the advertising and content you see.

### **How we share your personal information with third parties**

Smart Computer Repair will not sell, rent, share or otherwise disclose your personal information to third parties for commercial purposes. This includes any phone contacts or email addresses that we hold in your account.

We may use third parties to perform business support functions on our behalf (such as sending email messages, conducting market research, analysing data). These third parties have access to your personal information to the extent necessary to perform their functions and are not permitted to use it for other purposes.

Our website contains links to partner websites and their websites contain links to Smart Computer Repair. We may share your personal information with our partners based on contractual relationships. You are responsible for reading any privacy policies on our partners' websites.

If Smart Computer Repair enters into a joint venture with or is sold to or merged with another business entity, we may disclose your personal information to our business partners or owners.

We may disclose your personal information to third parties if required to do so to comply with legal process or requirements, or to protect the rights, property or personal safety of others, including in the interests of fraud detection and prevention and credit risk reduction or abuses of the Smart Computer Repair service.

### **Security of your personal information**

To prevent unauthorized access, maintain data accuracy, and ensure the appropriate use of information, we have put in place physical, electronic, and managerial procedures to protect the information we collect.

### **Use of cookies**

We may use "cookies" on our website and or, equivalent software on your pc to help us personalize your Smart Computer Repair experience.

Cookies are small files that are placed on your computer through your web browser. Each time you access our website, cookies automatically collect certain information about you, including computer and connection information, browser type and version, operating system and platform details, the time of accessing the website and other information. We use cookie information in support of the activity you are carrying out, for anonymous user analysis and for research and development.

Most browsers will let you turn off cookies. If you are not sure whether your browser has this capability, please check with the software manufacturer or your Internet service provider.

## **How to contact us**

If you wish to gain access to your personal information or make a complaint about a breach of your privacy or if you have any query on how your personal information is collected or used or any other query relating to Smart Computer Repair Privacy Policy and Disclosure Statement, please contact The Manager:

### **Smart Computer Repair**

181 Caledonian Road

Kings Cross, London N1 0SL

T 020 7100 3555

F 020 7812 1434

[info@smartcomputerrepair.co.uk](mailto:info@smartcomputerrepair.co.uk)

We will respond to your query or complaint as soon as possible.