

1. MCSA Group Ltd, Client Data Privacy Notice

This data privacy notice informs you how MCSA Group Ltd processes our Client personal data.

1.1. What we need

MCSA Group Ltd will be known as the 'Data Processor' and the Client will be known as the 'Data Controller' of the personal data the Client provides to us.

We collect basic Client information including: full name, business address, telephone number, email address and job title.

1.2. Why we need it

We collect information from the Initial Business Interest, Quotation Request, Contract Agreement and Purchase Order.

on a contractual basis;

- a. about your contact information to agree and sign support contracts, to manage contractual service level agreements, log service calls, send invoices, conduct service review meetings, to despatch deliveries to the correct contact;

for a legitimate business interest;

- a. about your basic contact information to provide quotations, provide details of service offerings and enhancements, to send invitations to events;

to comply with legal obligations;

- a. retain payment details to comply with HMRC regulations, call and transaction details to comply with the statute of limitations;

1.3. What we do with it

- a. basic contact information is processed by MCSA company employees for conducting normal business operations with the client;
- b. basic contact information may be sent to an equipment vendor for support or warranty benefits registration;
- c. basic contact information may be sent to a sub-contractor to log fault calls;

1.4. How long we keep it

The information is retained whilst the Client has a valid contract with MCSA and for a further six years afterwards. After six years the Client information may be erased. This information is retained to comply with UK tax law and also the statute of limitations.

1.5. Who we share it with

- a. basic contact information may be shared with an equipment vendor for support or warranty benefits registration;
- b. basic contact information may be shared with a subcontractor to provide specialist IT services not delivered directly by MCSA;

1.6. Who to contact

You have a right to access data, to rectify, erase (where the legal basis for processing allows) and restrict his or her personal data, to object to processing and, if processing is based on consent, to withdraw consent. For all queries regarding your data please contact the HR department privacy@mcsa.co.uk

1.7. How to complain to a supervisory authority

You have the power to complain to the Information Commissioners Office who have enforcement powers and can investigate compliance with data protection; www.ico.org.uk