



**Specialist Computer Systems Ltd**

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Specialist Computer systems Ltd (SCS Ltd), whose principal place of business is at Caledonia Business Centre, Caledonia House , Evanton Drive, Thornliebank Industrial Estate, Glasgow, G46 8JT, United Kingdom

## **Your Privacy**

At SCS, we are committed to maintaining the trust and confidence of our customers, clients and suppliers. We wish you to know that SCS are not in the business of selling, renting or trading data that we hold within our systems with other customers and businesses for marketing purposes. We are not in the business of taking advantage and trading information that we hold on our customers, clients and suppliers. To reiterate this, the following information in this Privacy Policy, we have provided additional information on when and why we collect / store your personal information, how we use and manage it, the limited conditions under which we may disclose it to others and how we keep it secure. Please take the time to read the following information.

Specialist Computer Systems Ltd have appointed **Scott McDonald, Project Director** as the person responsible for data protection compliance. Questions or requests for further information should be directed to Scott who can be contacted on [GDPR@scs-its.com](mailto:GDPR@scs-its.com)

## **Data we collect from you**

SCS will collect data from our customers and contacts when;

- you request services from us or subscribe to downloadable content from our website or otherwise provide us with your personal details, such as your name, email address, landline or mobile number
- you subscribe to our mail list(s) and/or
  - we receive data / information that you have consented to share via another organisation or data list provider.
- you request access to systems maintained by us.
- You access systems maintained by us.

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- You request assistance for IT systems maintained by us.

### **Mailing list subscriptions**

When you subscribe to any of our mailing lists, you have consented to receive information from us, including news, newsletters and updates from SCS and concerning our vendor partners, information about events, product updates concerning ourselves SCS and our vendor partners and any occasional special offers.

We may contact you via email, post or telephone. If you wish to change the way that we contact you or you decide that you no longer wish to receive information from us, you inform us by unsubscribing any time.

### **How we use your data**

We will use the information you provide us to;

- Inform you with products, services and information you have requested or subscribed to receive.
- When we are required to contact you to deliver services we are contracted to provide and when there is a lawful basis for us to do so.
- Facilitate access to IT services managed or maintained by us.
- Support you in the use of IT systems managed or maintained by us.

### **Definitions**

**“Personnel Data”** is any information relating to an identified or identifiable individual; an identifiable person is one who can be identified by the information they have provided. Processing is making any use of that data, including collecting, storing, amending, disclosing or destroying

**“Special categories of personal data “** is information revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, or trade union membership , health , sex life or sexual orientation and biometric data.



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**“Criminal records data “** is information about an individual’s criminal convictions and offences and information relating to criminal allegations and proceedings

### **Data protection principles**

Specialist Computer Systems processes business related personal data in accordance with the following data protection principles

- Personal data shall be processed fairly and lawfully
- Personal data shall be obtained only for one or more specified and lawful purposes, and shall not be further processed in any manner incompatible with that purpose or those purposes.
- Personal data shall be adequate, relevant and not excessive in relation to the purpose or purposes for which they are processed.
- Personal data shall be accurate and, where necessary, kept up to date.
- Personal data processed for any purpose or purposes shall not be kept for longer than is necessary for that purpose or those purposes.
- Personal data shall be processed in accordance with the rights of data subjects under this Act.
- Appropriate technical and organisational measures shall be taken against unauthorised or unlawful processing of personal data and against accidental loss or destruction of, or damage to, personal data.
- Personal data shall not be transferred to a country or territory outside the European Economic Area, unless that country or territory ensures an adequate level of protection for the rights and freedoms of data subjects in relation to the processing of personal data.

SCS Ltd informs individuals the reasons for processing their personal data, how we use such data and the legal basis for processing in our privacy notices. We will not process personal data of any individual for other reasons

SCS Ltd will update business related personal data promptly where an individual advised that his/her information has changed or is inaccurate.

Business related personal data gathers during contact with a client is stored in SCS’s business systems in hard copy, electronic format or both.

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SCS keeps records of our processing activities in respect of business related personal data in accordance with the requirements of the General Data Protection Regulation (GDPR).

### **Individual rights**

As a data subject, individuals have a number of rights in relation to their personal data.

### **Subject access requests**

Individuals have the right to enquire and make a subject access request.

SCS Ltd will provide the individual with a copy of their personal data that is stored or undergoing processing. This will normally be in electronic form where the individual has made the request electronically, unless agreed otherwise.

For an individual to make a subject request, the individual should send the request to the Data Protection Officer Scott McDonald at [GDPR@scs-its.com](mailto:GDPR@scs-its.com). SCS Ltd may request proof of identification prior to the request being processed. We will inform the individual if there is a requirement to verify his/her identity.

### **Other rights**

An individual has a number of additional rights in relation to their personal data, they can require Specialist Computers Systems to:

- Rectify inaccurate data
- Stop processing or erase data that is no longer necessary for the processing. Stop processing or erase data if processing is unlawful
- Stop processing data for a period if that data is inaccurate or if there is a dispute about whether or not the individual's interests override SCS legitimate grounds for processing data.
- Erase subject data at the request of the individual (right to be forgotten)

To ask Specialist Computer systems to take any of these steps, an individual should email the request to Scott McDonald at [GDPR@scs-its.com](mailto:GDPR@scs-its.com)



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## **Data Security**

We at Specialist Computers system take the security of client and business related personal seriously. We have internal policies and controls in place to protect personal data against loss, accidental erasing, misuse or disclosure and to ensure that data cannot be accessed except by employees in the performance of their duties.

## **Data Breaches**

Where it is discovered that a breach of personal data has occurred and that poses a risk to the rights and freedom of the individual(s), it we will report it to the Information Commissioner within 72 hours of discovery. The organisation will record all breaches of data regardless of their effect.

Where the breach is likely to result in a high risk to the rights and freedoms of the individual(s) we will tell the affected individual(s) that a breach as occurred and provide them with the information about its likely consequences and the mitigation measures it has taken.

## **International data transfers**

Specialist Computers systems will not transfer personal data to countries outside the EEA unless there is a lawful business reason to do so, e.g. where your contact information or other necessary details are required by a vendor we have partnered with to deliver or resolve technical issues or required to enable Specialist Computer systems to deliver services to you or your organisation.

## **Who has access to data?**

Your information may be shared internally with staff members of Specialist Computer Systems Technical, Finance, Sales & Marketing team, where access to that data is necessary for the performance of their roles.

Specialist Computer Systems may share data with third parties, regarding a sale or all of its business. In these circumstances the data will be subject to confidentiality arrangements.

Specialist Computer Systems may share data with third parties, that process data on our behalf or in connection with the provision of services to your organisation.

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**How long do Specialist Computer System keep your data**

Specialist Computer Systems will retain your data indefinitely unless the data becomes out of date or you request us to modify or delete data.