

General Data Protection Regulation

Introduction

Tech Support Group Limited (“we”) take your privacy very seriously and are committed to protecting and respecting your privacy.

Tech Support Group is the data controller under the General Data Protection Regulation (“GDPR”) in relation to the processing of your personal data in connection with the Services.

If you have any queries relating to our use of your personal data or any other related data protection questions, please contact us at info@techsg.co.uk or call us at 020 3327 2090.

Our registered address is Sovereign House, 155 High Street, Aldershot, Hampshire, GU11 1TT

Our Office address is Westminster Tower, 3 Albert Embankment, Lambeth, London SE1 7SP.

Please read this GDPR policy carefully. This explains how we use information about you and the steps we take to ensure your information is kept secure and confidential.

Who are “We”?

In this policy, wherever you see “We”, “Us”, or “Our” it refers to Tech Support Group.

What is Personal Data?

Personal Data is information that can be used to identify an individual, their address, email addresses, IP address etc.

Visitors to our website

We use a third-party service, Google Analytics to collect standard internet log information. We do not provide or allow Google to find out the visitor’s identity.

Our website contains various links to third party websites. This GDPR policy is only for our website. Please read the third party’s Privacy Policy before you share any information with them.

The information we collect

We collect personal information about you when you give this to us during registering for and/or using our Services.

Telephone calls that you make to our office on 020 3327 2090 or any other mobile number may be monitored or recorded. We also monitor and save email and interactions with social media accounts (i.e. Likes, comments, share etc), website.

We periodically review your personal information to ensure that we do not keep it for longer than is permitted by law.

IP Addresses

We may collect information about your computer, including where available your IP address, operating system and browser type, for system administration and to report aggregate information to our advertisers. This is statistical data about our users' browsing actions and patterns and does not identify any individual.

Cookies

A cookie is a very small text file placed on your computer. Cookies help us to: understand browsing habits on this Website; and understand the number of visitors to this Website and the pages visited. Most cookies are deleted as soon as you close your browser, these are known as session cookies. Others, known as persistent cookies, are stored on your computer either until you delete them, or they expire. By using this service, you have the option to give your consent or reject the cookies. You can choose to block or delete cookies through your browser settings. If you decide to block or delete our cookies, you will not be able to benefit from the full range of our Services and this may affect the performance of our website on your system.

How we store your data?

We generally do not store your data unless you give us explicit permission to do so. Once we receive permission from you, we store them in our high secured data centres across UK or in secure cloud. We use encrypted system while we process your data. We use third party services to provide you better and smoother services and all our technology partners are GDPR compliant.

Security

Keeping information about you secure is very important to us. However, no data transmission over the internet can be guaranteed to be totally secure. Whilst we strive to protect your personal information, we cannot ensure or warrant the security of any information which you send to us, and you do so at your own risk. You must keep secure any username and password which you create when registering for the Services.

Information sharing

We will disclose your personal information (name, address, e-mail, IP address, location, username) if required or permitted to do so by law and/or if required to do so by any court, the Financial Services Authority, the Office of Fair Trading or any other applicable regulatory, compliance, Governmental or law enforcement agency; and/or if necessary in connection with legal proceedings or potential legal proceedings; and/or in connection with the sale or potential sale of all or part of our business or the company.

If we reasonably believe false or inaccurate information has been provided and fraud is suspected, details may be passed to fraud prevention agencies to prevent fraud and money laundering.

Transferring your information abroad

Information supplied by you to us will only be transferred outside the European Economic Area by us or our agents where this is necessary for performing obligations to you, or when you have given your prior consent to such transfer.

Keeping you informed of offers and services

You agree that we shall be entitled to advise you via e-mail, post, telephone or by text of services we think may interest you. Whenever you provide us with personal information, we will give you an opportunity to tell us you do not consent to us and others using and sharing your information for marketing purposes.

Even though we do not use any third-party service provider at this moment for marketing purposes, we may contact you in future regarding service related changes, offers etc and use third party provider.

Should you no longer wish to be contacted by us, you can advise us at any time by contacting our offices on 020 3327 2090 (lines are open Monday to Friday 9.00 am to 17:30 pm) or by sending an email to info@techsg.co.uk

Your rights under GDPR

You have certain rights under the GDPR. By law, you can ask us what information we hold about you, and you can ask us to correct it if it is inaccurate. If we have asked for your consent to process your personal data, you may withdraw that consent at any time

For example, in accordance with the GDPR we will always let you have a copy of the personal information we have about you, if you request it from us in writing.

Should you wish to exercise any of your rights available to you under the GDPR, please email us at info@techsg.co.uk .

By law you can also request for removal of your personal data. please email us at info@techsg.co.uk

Please understand that we may charge you for any unreasonable or further requests.

Your responsibility for the information you provide

You may complete an info collection process while using the contact us form. You must check and ensure all correct data for us to identify you. information, content, material or data you provide on this website is correct.

If you think that the information, we hold of you is erroneous and you wish to rectify it, please email us at info@techsg.co.uk

Your rights to complain

If you have a complaint about our use of your information, we would prefer you to contact us directly in the first instance so that we can address your complaint. However, If you want to know more about your rights or unhappy with our response, you can contact [Information Commissioners Office](#).

You can reach them at ..

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Telephone: 0303 123 1113

Fax: 01625 524510

Contact Us

If you have any question regarding our GDPR policy please write to us.

Address: Westminster Tower, 3 Albert Embankment, Lambeth, London SE1 7SP

Email: info@techsg.co.uk

Tel: 020 3327 2090

Time: Mon to Friday (09:00 – 17:30)

Changes and updates to the privacy statement

Any changes we may make to our privacy statement in the future will be posted on this page and wherever applicable. We will notify you about the changes.

For more GDPR related information please click [here](#) .

Last updated: 25/05/2018