

Global C. S. LTD Privacy Policy

1. What do you do with my personal data?

We use your data to provide you with great services. That includes doing things like:

- Improving our products and services for you and other, performing market research to understand our customers views and personalising our experiences to make our service more intuitive & engaging;
- Providing you with the products and services you have selected, keeping you up-to-date and informed and responding to your enquiries such as assisting with helpdesk tickets, or sending you invoices;
- Legal, regulatory or business reasons such as assisting with crime and fraud prevention, and ensuring we provide the products and services you have selected.

2. How long will you keep my personal data?

We keep information while you're our customer.

We use your information to provide you with information regarding your service with Global C. S. LTD.

For example, we might need to sort out disagreements, stop fraud and abuse, prove that you had an account with us or follow our legal obligations. Or the police may need it as evidence. We may also keep information about how you use our products or services.

In each case, the length of time that we need to keep the information may be different, but we will only keep the information for as long as we need it.

3. Who do you share my personal data with and why?

We will share your information in the following situations:

- With suppliers, for example we will share your address when we are delivering hardware to your site;
- With our business support tool providers, for example with our helpdesk system to enable us to keep a track of our customer's issues.
- When you have provided your consent;
- When we have legal or regulatory requirements such as a request from the competition authority, law enforcement agency or a credit reference agency.

4. What data do you hold about me? (and how do you get it?)

We collect information in four ways:

1. Directly from you, such as information filled in within Helpdesk registration forms,
2. Emails sent either directly to the helpdesk system, or sent directly to a Technician;
3. Facebook, through contact on Facebook messenger on our Company page;
4. Phone calls and Voicemails.

5. What rights do I have?

You have the following rights:

- To be informed about how we use your personal data (the purpose of this Privacy Notice);
- To update your personal data. You can update or amend your information by emailing “helpdesk@globalcs.co.uk”, or by phoning 01924 408700.
- To ask us to delete your personal data. However, there may be circumstances where we are legally entitled to retain it;
- To get a free copy of your personal data. A subset of your data (limited to data that you have provided to us) is available in a machine-readable format if required;
- To object to the processing of your data and have it restricted. There may be circumstances where you ask us to restrict the processing of your information, but we are legally entitled to refuse that request;
- The right to make a complaint to the Information Commissioner (www.ico.org.uk) if you think that any of your rights have been infringed by us.

6. How do I change my marketing preferences?

We will only ever send marketing materials out on Facebook, so if you would like to be kept informed of our products and services, please like and follow our page.

You can also opt out of marketing communications by removing yourself from our Facebook page.

We will never give your personal data to a third party for marketing unless you have expressly given us your permission.

7. How do you ensure my data is secure?

Global C. S. LTD is committed to keeping your data secure. We use a variety of security technologies and procedures to help protect your personal data from unauthorised access, use or disclosure.

8. What else can I do to ensure my data is secure?

Along with a section on Privacy, [Get Safe Online](http://www.getsafeonline.org) (www.getsafeonline.org) has plenty of other good advice about protecting yourself online

9. How can I contact you?

If you would like more information or would like to raise any queries with us in relation to your information, you can contact us by writing to the Data Protection Officer at:

Data Protection Officer
Global C. S. LTD
Unit 1
Beehive Business Park
Heckmondwike
WF16 0PX

10. Changes to this Privacy Notice

We will check this policy from time to time and post any changes here.

We may also let you know about these changes by email, voicemail, text or Facebook advertising campaign.

11. Resolving Privacy Issues

We will always try our best to resolve any data privacy issue you may have. You have the right to refer any data privacy issue to the [Information Commissioner's Office](https://ico.org.uk) (https://ico.org.uk) at any time.