



Privacy Policy

- JUNE 2018 -

Luke Lawson Computer Repair is committed to protecting the privacy and security of your personal data. We will do our best to keep the information you provide us secure. This includes information you submit to us via our website, by telephone or email.

It's likely that we will need to update this privacy policy from time to time so please return to this page in order to keep up-to-date with any changes.

WHO IS COLLECTING THE DATA & WHAT DATA IS BEING COLLECTED?

Luke Lawson Computer Repair will collect personal information from you when you enquire about our service or arrange an appointment via phone, email or through our online contact forms. This information might include your name, title, phone number, email and postal address as well as, on occasion, having received your prior consent, usernames and passwords.

WILL THE DATA BE SHARED WITH ANY THIRD PARTIES?

We do not seek to obtain, have never and will never purchase personal information about you from third parties.

We do, however, use Aggregated Data sources from third parties to monitor the service we provide and make informed business decisions. These include:

- Analytics information from providers such as Google
- Search information providers such as Google

HOW WILL THE INFORMATION BE USED?

Your personal information will be used to enable us to make contact with you when necessary, to complete particular jobs and provide ongoing support.

HOW LONG WILL THE DATA BE STORED FOR?

We will keep your data for as long as it is necessary to provide our services to you.

WHAT RIGHTS DOES THE DATA SUBJECT HAVE?

If you choose to share your personal data with us you have rights relating to your personal information. You have the right to request:

- Information about the collection and use of your personal data (as outlined in this Privacy Policy or by contacting us).
- Access to the personal data we hold about you.
- The correction of inaccurate, out of date or incomplete personal data held about you.
- Your personal information to be erased, not processed or collected where there is no good reason for us to continue processing it. Otherwise known as 'the right to be forgotten'.
- Complain to the data protection regulator.

HOW CAN THE DATA SUBJECT RAISE A COMPLAINT?

If you would like us to correct or update any of your personal data, or if you would like your information deleted from our records, then please email us at it@lukelawson.com.

If you wish to make a complaint about the way we handle your personal data, or you are unhappy with our response to any requests you have made to us regarding the use of your personal data, you may contact the Information Commissioner's Office by calling 0303 1231113 or contacting them via their website: www.ico.org.uk

If you are based outside the UK, you have the right to lodge your complaint with the relevant data protection regulator in your country of residence.