

PRIVACY POLICY

THE TEK HUT respects and is committed to protecting your privacy

This privacy policy explains when and why we collect personal information about you, how we use it, the conditions under which we may disclose it to others, how we keep it safe and secure and your rights and choices in relation to your information.

WHO ARE WE?

We are THE TEK HUT. Your friendly local computer/tech shop committed to helping you with your technology needs.

Registered address: Unit 4, 19 Clevedon Road, Nailsea, BS48 1EH

HOW DO WE COLLECT INFORMATION FROM YOU?

We obtain information about you in the following ways:

When you visit our website

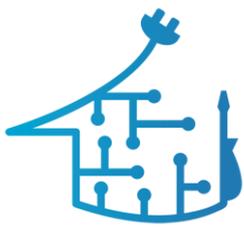
Like many other websites, we automatically collect the following information:

- Technical information, including type of device, your IP address, browser and operating system being used to connect to the Internet. This information is never passed on to anyone outside THE TEK HUT. This information also helps to improve the services we offer.
- Information about your visit to our website, for example pages you visit, links you have clicked on and length of time spent on the site/pages. This information will also display the link you used to find the website.

We collect and use your personal information by using, "Cookies" on our website. To find our more information on cookies, please see the, "Use of Cookies" section below.

Social Media

If you interact with us on social media sites such as, Twitter and Facebook we may obtain information about you (for example, when you publicly tag us in an event). The information we received will depend on the privacy preferences you have set on those types of platforms.



When you visit us in person

When you visit in person and leave your device with us, request email communication from us or ask us to set up an email account we will collect the following information:

- Your name and contact details. This will include postal address, email address and telephone number.
- Your date of birth
- Passwords

Data protection laws recognise certain categories of personal information as sensitive and therefore require greater protection. We do not usually collect sensitive information about you unless there is a clear and valid reason for doing so and data protection laws allows us to.

Where appropriate, we will make why we are collecting this information and what it will be used for clear.

HOW AND WHY IS YOUR INFORMATION USED?

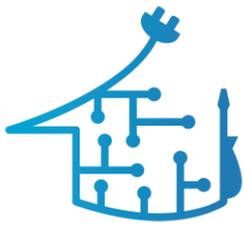
We may use your information for a number of different purposes, which may include:

- Providing you with services, products or information you asked for.
- Processing orders that you have submitted
- Carrying out our obligations under any contracts entered into between you and us
- Keeping record of your relationship with us
- Conducting analysis and market research so we can understand how we can improve our services or information.
- Checking for updated contact details
- Notifying you of changes to our services
- Sending you communications which you have requested and that may be of interest to you.

HOW LONG IS YOUR INFORMATION KEPT FOR?

We keep your information for no longer than is necessary for the purpose it was collected for. The length of time we retain your personal information for is determined by operational and legal considerations. For example, we are legally required to hold some types of information to fulfil our statutory and regulatory obligations. (e.g. tax and accounting reasons)

We review time frames on a regular basis.



WHO HAS ACCESS TO YOUR INFORMATION?

We do not sell nor rent your information to third parties.

We do not share your information for marketing purposes.

However, under law, we may be forced to pass certain information onto relevant authorities if we feel it necessary.

PERSONAL INFORMATION STORED ON DEVICES

Any personal information stored on your devices will not be access unless necessary to do so for any contracted work that is agreed. Occasionally certain jobs require this information to be stored on our systems, when doing so it is transferred securely and stored in a relevant encrypted manner.

LAWFUL PROCESSING

Data protection law requires us to rely on one or more lawful grounds to process your personal information. We consider the following grounds to be relevant.

Specific Consent

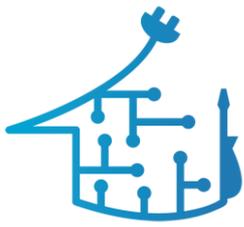
Where you have provided specific consent to us using your personal information in a certain way, such as to send you email, text and/or telephone marketing.

Performance of contract

Where we are entering into a contract with you or performing our obligations under it like when you by THE TEK HUT named products and services.

Vital Interests

Where it is necessary to protect life, health or safeguarding which requires us to share your information with the emergency services.



YOUR CHOICES

You have a choice about whether or not you wish to receive information from us. If you do not want to receive direct marketing communications from us, you can make us aware by contacting us at info@thetekhut.uk, phoning 01275 855506 or by calling into the shop.

We are committed to putting you in control of your data so you are free to change your preferences at any time. We will not use your personal information for marketing purposes if you have indicated that you do not wish to be contacted and will retain your details on suppression list to help ensure that we do not contact you again. However, on the rare occasion we may still need to contact you for administrative purposes.

YOUR RIGHTS

Under UK data protection law, you have certain rights over the personal information that we hold about you. Here is a summary of the rights that we feel apply:

Right of access

You have a right to request access to the personal data that we hold about you. You also have the right to request a copy of the information we hold about you, and we will provide you with this unless legal exceptions apply.

If you want to access your information, please send a description of the information you want to see and proof of your identity by post to the address provided at the bottom of this page.

Right to have your inaccurate personal information corrected

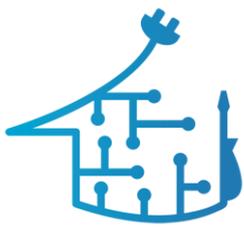
You have the right to have inaccurate or incomplete information we hold about you corrected. The accuracy of your information is important to us so we're working on ways to make it easier for you to review and correct. In the meantime, if you change email address, or if you believe any of the other information we hold is inaccurate or out of date, please contact us via email or post (see address at bottom of this page). If you feel it easier, you can contact us via phone 01275 855506

Right to restrict use

You may ask us to delete some or all of your personal information and in certain cases, and subject to certain exceptions, we will do so as far as we are required to. In many cases, we will anonymise that information, rather than delete it.

Right for your information to be portable

If we are processing your information based on your consent, or in order to enter into or carry out a contract with you. The processing being done by automated means, you may ask us to provide it to you or another service in a machine-readable format.



Right to object

You have the right to object us processing where using your personal information based on legitimate interests, for direct marketing or for research purposes. If you want to exercise the above rights, please email us at GDPR@thetekhut.uk, phone 01275 855506 or call into the address listed at the bottom of this page.

Please note that exceptions apply to a number of these rights and not all rights we be applicable in all circumstances. You can find more information at <https://ico.org.uk>

KEEPING YOUR INFORMATION SAFE

When you give us personal information, we take steps to ensure that appropriate technical and organisational controls are in place to protect it.

Any sensitive information, credit or debit card details are encrypted and protected with the relevant encryption methods available.

Any information we hold on you is kept secure as possible at our best efforts. However, we cannot guarantee the security of information during transfer over the Internet from you to us. Where we give you unique passwords generated by us this is your responsibility to store this information safe and again we hold not responsibility for doing so.

USE OF COOKIES

Like many other websites, our website uses cookies. "Cookies" are small pieces of information sent by an organisation to your computer and stored on your hard drive to allow that website to recognise you when you visit. For example, we use cookies to store information about your browser and type of device. This will help us deliver a better more personalised service when you browse our website.

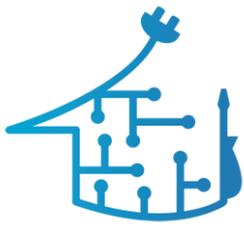
It is possible to switch off cookies by setting your browser preferences. For more information on how to switch off cookies browse the Internet and search for, "Turning off cookies". Any changes you make to your browser/PC to turn off cookies are done at your own risk and may result in certain website functions not operating correctly.

LINKS TO OTHER WEBSITES

Our website may contain links to other websites run by other organisations. This policy applies only to THE TEK HUT so we encourage you to read their privacy statements. We cannot be responsible for the privacy policies and practices of the other websites even if you access them using links from our website.

In addition, if you linked to our website from a third party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third party site and recommend that you check the privacy policy of that third party site.

16 OR UNDER



If you are ages 16 or under, please get your parent/guardian's permission beforehand whenever you provide us with personal information.

CHANGES TO THIS POLICY

Any changes made to this policy in the future will be posted on our website so please check it occasionally to ensure that you are happy with any changes. If we make any significant changes, we will make this clear on our website.

REVIEW OF THIS POLICY

This policy was last updated in September 2020