

What information do we collect?

Personal

- Personal information about yourself or other people in your organisation submitted to us by yourself or your colleagues. E.g. name, company, position, phone number, email address.
- Additional personal information may be collected and stored from job applications and CVs, for the purposes of assessing whether a candidate is suitable for a position.
- Additional personal information may be used to perform credit checks for leasing on your behalf. This additional information is not stored by ourselves.
- You may provide sample/test documents/data which unavoidably contains personal information for your organisation, e.g. names. The use of this information is restricted to the testing/diagnostics it was intended for.

Other

- The external (internet) IP address that your computer/mobile device/building uses may be stored for a time on our web servers for diagnostic purposes. This is not identifiable with either individuals or organisations, only information relating to the website visit is logged against it, e.g. date/time, pages viewed.
- We do not store banking or credit card details after the transaction has taken place.
- All personal data for online transactions is collected and processed by our PCI compliant trusted e-Commerce and payment processing partners, no personal data is held or processed on our web servers.

How do we collect the information?

Personal

- Data may be passed to us by yourself, or a colleague in your organisation. It may be obtained verbally, in writing, via email, or via a website form. If passing data to us about other individuals in your organisation, you are stating that you have authority to do so, and permit us to use the data in line with this policy.
- On occasion, limited personal data, such as that above may be passed to us by trusted partners to allow us to provide you with our goods and services.
- Data may be obtained from publicly available sources, e.g. corporate websites, social media, business directories.

Other

- Some unidentifiable information may be logged by our web servers for diagnostics purposes only.

How do we use the information?

- Any personal data collected is stored and used to enable us to fulfil our commitment to you as a provider of products and service support.
- We do not use data for unsolicited marketing purposes.

Protecting your data

- All data stored by us is housed on our own servers with both restricted physical access to the network, and username/password control of access to all servers and workstations.
- Hard copy documents containing some personal data may be used from time to time, but are destroyed when no longer required.
- Limited personal data may be transmitted outside the network via a trusted partner's servers for use by our remote workers (e.g. engineers), this data is sent over encrypted links and the remote devices are protected with username/password or PINs.
- All internal email is secured and housed on UK servers by our trusted partner. External email is inherently insecure and therefore transmission of personal data is kept to the minimum necessary to fulfil our commitments to you, and in line with the declarations in this document.

Sharing your data

- At times we may need to pass some of the limited data we hold on to trusted partners in order to fulfil our commitments to you as a supplier of products and service support. These partners include manufacturers, sub-contractors and couriers.
- We do not share data where there is not an operational need to fulfil our commitments to you, such as for marketing purposes without your explicit consent.

Your rights

You have the right to access or request rectification (if factually incorrect) or deletion of any personal data held by us. To do so, email personal.data@aircopiers.co.uk.