

Privacy Policy

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This privacy policy sets out how Shiva Technology Ltd uses and protects any information that you give.

Shiva Technology Ltd is a business to business supplier of IT and communications services and support, and therefore collects limited personal data. Shiva Technology Ltd is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified, then you can be assured that it will only be used in accordance with this privacy statement.

Our GDPR Principles:

- We will process all personal data fairly and lawfully.
- We will only process personal data for specified and lawful purposes.
- We will endeavour to hold relevant and accurate personal data, and where practical, we will keep it up to date.
- We will not keep personal data for longer than is necessary.
- We will keep all personal data secure.
- We will endeavour to ensure that personal data is not transferred to countries outside of the European Economic Area ('EEA') without adequate protection.

Shiva Technology Ltd may change this policy from time to time and an updated copy can be requested at anytime. This policy is effective from 25th May 2018.

What we collect

We may collect the following information:

- name and job title
- address and contact information including email address and telephone number

What we do with the information we gather

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- Internal record keeping.
- Order processing.
- Provision of services and support.
- We may use the information to improve our products and services.

- We may periodically send promotional emails about new products, special offers or other information which we think you may find interesting using the email address which you have provided.
- From time to time, we may also use your information to contact you for market research purposes. We may contact you by email and phone.

Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect.

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so. We do share some of your contact information with trusted third party suppliers (eg. Microsoft, Openreach etc), in respect of obtaining and registering software licences, registering hardware warranties, provision of telephone lines, broadband and internet services. Shiva Technology Ltd reserve the right to update and change their trusted third party suppliers.

You may request details of personal information which we hold about you under the Data Protection Act/GDPR regulation. A small fee will be payable. If you would like a copy of the information held on you please write to The Data Protection Officer, Shiva Technology Ltd, 1 Edison Buildings, Electric Wharf, Coventry CV1 4JA.