

Privacy Policy – Poppy IT Services

This privacy policy will explain how Poppy IT Services uses the personal data we collect from you.

What data do we collect?

Poppy IT Services collects the following data:

- Personal identification information (Name, email address, phone number, etc.)
- Computer & online account sign-in information (username, password, etc), where it is required for IT support tasks, with permission from an authorised client representative.

How do we collect your data?

You directly provide Poppy IT Services with most of the data we collect. We collect data and process data when you:

- Contact us by phone, email or website contact form when enquiring about products or services.
- Voluntarily complete a customer survey or provide feedback on any of our message boards or via email.

Poppy IT Services may also receive your data indirectly from the following sources:

- n/a

How will we use your data?

Poppy IT Services collects your data so that we can:

- Process your order and manage your account.
- Email you with information on products, services & subscription renewals that are relevant to you.
- Record service incidents & work requests and provide you with email updates.

If you agree, Poppy IT Services will share your data with the following third-party companies:

- IT Bromley & Croydon – to provide cover during holidays & busy periods

When Poppy IT Services processes your order, it may send your data to, and also use the resulting information from, credit reference agencies to prevent fraudulent purchases.

How do we store your data?

Poppy IT Services stores your data using various secure cloud services, protected with encryption and Multi-Factor-Authentication.

- Microsoft 365 Business
- LastPass
- RoboForm
- Datto AutoTask
- Solarwinds MSP
- Acronis Cloud Backup
- QuickBooks Online
- EverNote
- TeamViewer
- Trello

Poppy IT Services will keep user sign-in credentials until support services are cancelled.

Marketing

Poppy IT Services would like to send you information about problem-ticket status, products and services, when appropriate, including status information for third-party services.

- Microsoft

If you have agreed to receive marketing, you may always opt out at a later date.

You have the right at any time to stop Poppy IT Services from contacting you for marketing purposes. If you no longer wish to be contacted for marketing purposes, please email your request to support@poppyits.com.

What are your data protection rights?

Poppy IT Services would like to make sure you are fully aware of your data protection rights. Every user is entitled to the following:

The right to access – You have the right to request Poppy IT Services for copies of your personal data. We may charge you a small fee for this service.

The right to rectification – You have the right to request that Poppy IT Services correct any information you believe is inaccurate. You also have the right to request Poppy IT Services to complete the information you believe is incomplete.

The right to erasure – You have the right to request that Poppy IT Services erase your personal data, under certain conditions.

The right to restrict processing – You have the right to request that Poppy IT Services restrict the processing of your personal data, under certain conditions.

The right to object to processing – You have the right to object to Poppy IT Services's processing of your personal data, under certain conditions.

The right to data portability – You have the right to request that Poppy IT Services transfer the data that we have collected to another organization, or directly to you, under certain conditions.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us (contact details are provided later in this document).

Cookies

Cookies are text files placed on your computer to collect standard Internet log information and visitor behaviour information. When you visit our websites, we may collect information from you automatically through cookies or similar technology

For further information, visit allaboutcookies.org.

How do we use cookies?

Poppy IT Services is not currently using cookies on

- www.poppyits.com

What types of cookies do we use?

There are a number of different types of cookies, however, our website uses:

- None used

How to manage cookies

You can set your browser not to accept cookies, and the above website tells you how to remove cookies from your browser. However, in a few cases, some of our website features may not function as a result.

Privacy policies of other websites

The Poppy IT Services website contains links to other websites. Our privacy policy applies only to our website, so if you click on a link to another website, you should read their privacy policy.

How to contact us

If you have any questions about Poppy IT Services's privacy policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us.

Email us at: support@poppyits.com

Call us at: 0203 773 3356

Or write to us: Poppy IT Services, 90 Devonshire Way, Croydon, CR0 8BS

How to contact the appropriate authority

Should you wish to report a complaint or if you feel that Poppy IT Services has not addressed your concern in a satisfactory manner, you may contact the Information Commissioner's Office.

Web: <https://ico.org.uk/>

Tel: 0303 123 1113

Changes to our privacy policy

Poppy IT Services keeps its privacy policy under regular review and makes it available on www.poppyits.com .

This privacy policy was last updated on 06 June 2020.