



Interm IT Ltd Privacy Policy 2024

Introduction

In this privacy policy references to "we", "us" and "our" are to Interm IT.

This Privacy Policy sets out the basis on which Interm IT collects, uses and discloses your personal data collected via our Products and Services which are comprised of:

- "Products" – Hardware & Software
- "Services" – Consultant Support Visits & Service Desk

What information do we collect?

Interm IT does not collect or store any personal information that you do not provide freely. Interm IT collects personal data only where a school has chosen to enquire about or use our products and service, and the school has provided informed and unambiguous consent for us to do so.

The following information may be collected by Interm IT directly from our users:

- School and Staff contact information: If administrators, teachers or school staff request information or register for our Products and/or Services, we request information necessary to contact the school. This information may include (but is not limited to) the staff member's name, email address, phone number. We may also ask for the school name, school address, billing address, number of devices, number of students and network configuration in order to provide our products/services.
- Staff contact with Interm IT: We may retain information (such as emails and message content) from staff interaction with Interm IT through our Service Desk or via email. We do this in order to provide effective customer service and support.

How do we use the information we collect?

Interm IT will use personal data to provide our Products and Services. We will only collect personal data necessary for the purpose of performing our contracts and providing Products and Services. However, to access products, services contents or tools, users will in some cases, need to provide certain personal details. Interm IT guarantees that such data will be treated confidentially and in accordance with legislation governing the protection of personal data. We will never sell your data.

When do we disclose the information we collect?

We use other companies who provide us with services to support our business. When we employ another company to perform business-related functions, we provide them with the data needed to effectively carry out the activity which in some cases may include personal data (such as staff name, email address and school address).

Marketing Messages

In some cases, Interm IT will contact you via email, telephone or post to provide up to date information about upcoming events. If you do not wish to receive these communications you can withdraw consent at any time by emailing office@intermit.co.uk or by writing to Interm IT, 1 Park Farm Industrial Estate, Buntingford, Hertfordshire, SG9 9AZ. Please be aware that opting out of receiving marketing messages will not affect communications that enable us to provide our Products and Services, such as Estimates sent via email or Invoices sent via post.

Protecting your information

Interm IT has implemented various safeguards to ensure the security and privacy of your personal data. We have developed administrative, technical and physical safeguards, including specific training for staff authorised to access personal data. In the event of a data breach, Interm IT will launch an investigation and comply with the Information Commissioner's Office's reporting procedure.

Retaining your Information

We retain your personal information as long as it is relevant and necessary for us to provide our Products and Services. We may also retain information from previous customers in order to comply with current government regulation, resolve disputes, troubleshoot problems and assist past customers with Product or Service enquiries.

After it is no longer necessary for us to retain your personal information, we will dispose of it in its entirety in a secure manner.

Interm IT Service Desk

All tickets are logged with Senso Software. This software is ITIL compliant and all data is held and backed up in the UK. All Access Logs are stored in the Senso software and all logs are encrypted. Our telephone lines are business lines, and all calls are recorded for monitoring and training purposes. We need to collect information from you when you contact the Service desk in order for us to provide effective customer service. We may liaise with third party Software or Support suppliers depending on your contract to resolve issues. For example if your ticket refers to an issue with SIMS we may need to contact your MIS Support provider.



CCTV

Cameras will be used to monitor activity within the surrounding areas of our office and other public areas (path, carpark and stairway) to identify criminal activity occurring, anticipated or perceived, and for the purpose of securing the safety and wellbeing of our staff and visitors. No data secured from our CCTV system will be used for any commercial purpose. The data obtained will only be used for the investigation of a specific crime or incident. Warning signs have been placed at key points around the building.

Your Rights

Interm IT guarantees the User the right to access, rectify, eliminate and object to the processing of personal data by notifying Interm IT by writing to Interm IT, 1 Park Farm Industrial Estate, Buntingford, Hertfordshire, SG9 9AZ. Users are also given the right to lodge a complaint with The Supervisory Authority at any time, in the UK the Information Commissioner's Office (The ICO).

Reviews and changes to our Policies

We regularly review and, where necessary, update our privacy information. If we plan to use personal data for a new purpose, we update our privacy information and communicate the changes to individuals before starting any new processing.

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