

## **ItemTracker Information Privacy Policy**

ItemTracker Software Ltd collects and processes personal data relating to its customers, suppliers and employees to manage our business relationship. ItemTracker is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations.

### **What information does ItemTracker collect?**

ItemTracker collects and processes a range of information about you. This might include:

- Your name, work address and contact details, including email address and telephone number
- Who you are employed by
- Details of your qualifications for employees
- Bank details for employees and suppliers in order to pay you

ItemTracker collects this information in a variety of ways. For example, data is collected through general email correspondence, from forms completed by you on our website, from information volunteered by you and also from our meetings together.

Data is stored in a range of different places, including our computer system and in other IT systems (including ItemTracker's email system).

### **Sharing Your Personal Data**

We only share your personal data with your explicit consent, where, for example we need to contact a third party and give them your contact details in order to resolve a technical issue. Where third parties are used by us to store your personal data, we ensure they are compliant with the General Data Protection Regulation (GDPR) and any such data is not stored outside of the EU.

### **Retaining Your Personal Data**

Whilst you are client of us we will continue to store and use your personal data. If you are a business we will retain your personal data for a period no greater than 10 years from the date of the last contact. Limited information will be retained within our accounts systems indefinitely to maintain the integrity of the data.

### **Your Rights**

We have a dedicated email address to contact a data protection officer, please contact us at: [gdpr.enquiries@itemtracker.com](mailto:gdpr.enquiries@itemtracker.com)

As we process your personal data, you have certain rights. These are a right of access, a right of rectification, a right of erasure and a right to restrict processing.

- You may request a copy of your data at any time. Please make such a request in writing or by email to the Data Protection Officer, whose contact details are shown above. Please provide the following information: your name, address, telephone number, email address and details of the information you require.
- If you believe any of the personal data we hold on you is inaccurate or incomplete, please contact us directly and any necessary corrections to your data will be made without undue delay.
- If you believe we should erase your data, please contact the Data Protection Officer, whose details are shown above.
- Where you have provided explicit consent for us to use your data you have a right to withdraw this consent at any time.

### **Data Breaches**

Should your personal data that we control be lost, stolen or otherwise breached, where this constitutes a high risk to your rights and freedoms, we will contact you without delay. We will give you the contact details of the Data Protection Officer who is dealing with the breach, explain to you the nature of the breach and the steps we are taking to deal with it.

### **Should You Wish to Complain**

You can contact the ICO via their website: [www.ico.org.uk](http://www.ico.org.uk) should you wish to make a complaint about the way we are processing your personal data.

### **Automated Decision Making and Profiling**

We do not use any system which uses automated decision making or profiling in respect of your personal data.

### **ItemTracker Software Ltd.**

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