

RNG Internet GDPR - Privacy Notice

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RNG Internet is an I.T. support and web design/website management business based in the United Kingdom (EU) and was established in 2005. We provide Computer Hardware and Software support on a freelance basis to private householders and small businesses. These services include; Software and Hardware installation and troubleshooting both on-site and remotely. The sourcing, purchase and supply of I.T. related equipment on behalf of the client and the design, set-up and support of websites and web related products such as domains and hosting, plus the ongoing management thereof as required.

Data Protection Officer

Under the GDPR regulation, RNG Internet does not require a Data Protection Officer. All data control queries should be addressed to:

Email: datacontrol@rnginternet.co.uk

Tel: 07966 189524

The data we process on your behalf includes:

- Name
- Home Address (if applicable)
- Business name (if applicable)
- Business address (if applicable)
- Telephone number
- Email address
- IP address (for Support reasons only)
- Usernames and passwords (for on-site and remote support purposes)
- Invoice address
- Account details

Our Legal Basis for Processing your Personal Data

RNG Internet will process your data securely under the following legal basis:

- We require a name, address, telephone number, email address for secure identification and correspondence during your use of our services.
- We require IP address and network access information in order to carry out the required support on your device or data network.
- We require your invoice/account details in order for us to provide payment information for the support and services you receive.

Legitimate interests pursued by us or third parties we use, are as follows:

- Your contact details are never shared with third parties. The only exception to this is in the case of domain registrations and hosting packages set up in your name and this will only ever be done with your full permission at the time of obtaining these services from our trusted sources. Additionally we may use your contact and payment details when ordering items on your behalf and with your specific compliance. These details are only held for security reasons relating to the service being provided.

Special Categories of Personal Data

- We do not store any 'special' personal data such as driving license, passport, national insurance number or credit/debit card details.
- We may ask to 'view' an item of 'special' personal data if being asked to hand over sensitive data and we are required to identify an authorised recipient in order to prevent a data breach.

Retention Policy

RNG Internet will process personal data for a maximum of 7 years to coincide with HMRC and accounting records. The exception being I.T. related configuration data which, in the event of a client moving to an alternative support provider will be securely deleted for security reasons.

Your Rights as a Data Subject

As a data subject, you will have the following rights:

- Right of access – you have the right to request a copy of the information that we hold about you.
- Right of rectification – you have a right to correct data that we hold about you that is inaccurate or incomplete.
- Right to be forgotten – in certain circumstances you can ask for the data we hold about you to be erased from our records.
- Right to restriction of processing – where certain conditions apply to have a right to restrict the processing.
- Right of portability – you have the right to have the data we hold about you transferred to another organisation.
- Right to object – you have the right to object to certain types of processing such as direct marketing.
- Right to object to automated processing, including profiling – you also have the right to be subject to the legal effects of automated processing or profiling.
- Right to judicial review: in the event that RNG Internet refuses your request under rights of access, we will provide you with a reason as to why. You have the right to complain as outlined in the Complaints section below.

All of the above requests will be forwarded on should there be a third party involved in the processing of your personal data.

In line with Subject Access Request Procedure (GDPR DOC 2.2) and Subject Access Request Form (GDPR REC 4.2). RNG Internet provide the following link whereby the data subject can [download/access the SAR Form](#).

Complaints

In the event that you wish to make a complaint about how your personal data is being processed by RNG Internet (or its third parties), or how your complaint has been handled, you have the right to lodge a complaint directly with the supervisory authority which is the ICO (www.ico.org.uk).

You can report a concern directly with the ICO, if RNG Internet fails to handle your complaint in an appropriate manner: <https://ico.org.uk/concerns/>

Please send any initial complaints to: datacontrol@rnginternet.co.uk or contact us directly on Tel: 07966 189524

Specific Online Privacy Statement

Personal data

Under the EU's General Data Protection Regulation (GDPR) personal data is defined as:

“any information relating to an identified or identifiable natural person ('data subject'); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person”.

How we use your information online

This privacy notice tells you how RNG Internet, will collect and use your personal data from any secure online contact forms which will refer to this policy for consent that you allow us to collect personal data, for example: name, Email and contact telephone. Your data will be processed for contact purposes only and will never be shared with any third party.

Why does RNG Internet need to collect and store personal data?

In order for us to provide you with any level of service we need to collect personal data for correspondence purposes. We are committed to ensuring that the information we collect and use is appropriate for this purpose and does not constitute an invasion of your privacy.

RNG Internet specifically does not use any of your data for marketing purposes and does not operate a mailing list of any kind at this time. In the event of our policy changing in the future, RNG Internet would contact you for additional consent and a specific consent/opt-in option would be added to our contact form.

Will RNG Internet share my personal data with anyone else?

We will never pass your personal data on to any third-party unless a situation should arise where it would be advisable to do so. In that case we would only do so once we have obtained your express consent, unless we are legally required to do otherwise.

How will RNG Internet use the personal data it collects about me?

RNG Internet will process (collect, store and use) the information you provide in a manner compatible with the EU's General Data Protection Regulation (GDPR). We will endeavour to keep your information accurate and up to date, and not keep it for longer than is necessary. RNG Internet is required to retain information in accordance with the law, such as information needed for income tax and audit purposes. How long certain kinds of personal data should be kept may also be governed by specific business-sector requirements and agreed practices. Personal data may be held in addition to these periods depending on individual business needs.

Our aim is not to be intrusive, and we undertake not to ask irrelevant or unnecessary questions. Moreover, the information you provide will be subject to rigorous measures and procedures to minimise the risk of unauthorised access or disclosure.

Can I find out the personal data that RNG Internet holds about me?

RNG Internet at your request can confirm what information we hold about you and how it is processed. If RNG Internet does hold personal data about you, you can request the following information:

- Identity and the contact details of the person or organisation that has determined how and why to process your data. In some cases, this will be a representative in the EU.
- Contact details of the data protection officer, where applicable.
- The purpose of the processing as well as the legal basis for processing.
- If the processing is based on the legitimate interests of RNG Internet or a third party, information about those interests.
- The categories of personal data collected, stored and processed.
- Recipient(s) or categories of recipients that the data is/will be disclosed to.
- If we intend to transfer the personal data to a third country or international organisation, information about how we ensure this is done securely. The EU has approved sending personal data to some countries because they meet a minimum standard of data protection. In other cases, we will ensure there are specific measures in place to secure your information.
- How long the data will be stored.
- Details of your rights to correct, erase, restrict or object to such processing.
- Information about your right to withdraw consent at any time.
- How to lodge a complaint with the supervisory authority.
- Whether the provision of personal data is a statutory or contractual requirement, or a requirement necessary to enter into a contract, as well as whether you are obliged to provide the personal data and the possible consequences of failing to provide such data.
- The source of personal data if it wasn't collected directly from you.

- Any details and information of automated decision making, such as profiling, and any meaningful information about the logic involved, as well as the significance and expected consequences of such processing.

What forms of ID will I need to provide in order to access this?

RNG Internet accepts any of the following forms of ID when information on your personal data is requested:

- Passport
- Driving licence
- Another form for ID which leaves no doubt of the data owner

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