



## **Sysdia Solutions Ltd.**

Company No. 05934381  
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## Privacy Policy

### **1. Introduction**

- 1.1. In this policy, “we”, “us” and “our” refer to Sysdia Solutions Ltd. For more details about us see Section 13.
- 1.2. For successful operation of our business, we require to gather and use certain information about individuals. These can include customers, suppliers, business contacts, employees and other people the organisation has a relationship with or may need to contact. We are committed to safeguarding the privacy of our clients, service users and myapt users.
- 1.3. This policy applies where we are acting as a data controller with respects to personal data of our clients, service users and myapt users. This means anywhere we store or process data that is considered of a personal nature that could be used to identify an individual.
- 1.4. This policy describes how this personal data must be collected, handled and stored to meet the company’s data protection standards and to comply with the law.

### **2. Why this policy exists**

- 2.1. This data protection policy ensures Sysdia Solutions Ltd
  - 2.1.1. Complies with data protection law and follows good practice
  - 2.1.2. Protects the rights of staff, customers and partners
  - 2.1.3. Is open about how it stores and processes individuals’ data

### **3. The information we collect and hold**

- 3.1. Email addresses from our clients when they contact us via
  - 3.1.1. Our website form at [www.sysdia.com](http://www.sysdia.com)
  - 3.1.2. Via our support system at <http://support.sysdia.co.uk>
  - 3.1.3. When contacted directly via one of the @sysdia.com or @sysdia.co.uk email addresses

3.2. Details of users relating to our <http://myapt.co.uk> service which include

3.2.1. Username of any valid account

3.2.2. IP Address of any user account that has logged in and the date/time in which they logged in

3.2.3. Files uploaded by the user

3.3. Invoice address and contact information for billing purposes.

#### **4. How we use your information**

4.1. We'll only use your information to provide services to issues at your request and only where we are allowed to by law such as carrying out an agreement we have with you, fulfilling a legal obligation or because we have a legitimate business interest or where you agree to it.

4.2. Any email address we hold, whether it is within an email application contact book or in the support system at <http://support.sysdia.co.uk> is only used for transactional emails. This means we only utilise the email address to contact you in relation to supporting the existing services. At present, we do not use any stored email addresses for unsolicited marketing emails. If this changes in the future, then we will promptly update this privacy policy and notify all users of the changes.

4.3. We process information about the users of <http://myapt.co.uk> to allow for the usage of the myapt system.

4.3.1. Usernames are used to identify a user to allow them to log into the system and to link certain functions to that user such as which tickets have been created and printed by them. We also use the username data when running reports to determine usage statistics of the myapt system.

4.3.2. IP addresses of users can be used to identify the approximate location of a user and we store this information in our audit log database to know when a user has logged into the myapt system. We do not expose this information anywhere at any time and the only access to it is via direct database access. We may use this information when running reports, but do not and will not ever expose it outside of the underlying database.

4.3.3. Any file uploaded by the user is stored on our servers so we can provide storage for the user to hold any file they wish. Any file uploaded is not processed or utilised by us and the user will always have full access via the Asset Management module of myapt to view, amend or delete the file at any point they wish.

4.4. Invoice address and contact information is used when we require to provide an invoice to a customer for services and we attach the relevant contact information which is usually a person's first name and surname so they and we are aware of who should be responsible for dealing with the invoice. We only use this information when dealing with invoicing or credit notes and this information is only shared with our accounting function to ensure the legal running of the corporate body.

## **5. Who we share your information with**

- 5.1. The usernames on <http://myapt.co.uk> may be shared with certain administrative members of the company have a myapt contract due to reporting services where the report may show frequency of users logged into the system and which tickets users have created or added to a print basket. These usernames are not shared with 3<sup>rd</sup> parties whether related or unrelated to the myapt service.
- 5.2. We only share invoice information with our accounting function to ensure the corporate accounts are filed yearly. We do not share any information about email addresses or IP addresses with any 3<sup>rd</sup> party unless in the case of a legal request from a law enforcement office.

## **6. Retaining and deleting your information**

- 6.1. We'll keep your information as long as you have a relationship with us. After the relationship ends we'll keep it where we may need it for our legitimate purposes such as to help respond to queries or complaints or responding to requests from regulators.
- 6.2. Any email addresses we hold in our email application contact books or support system at <http://support.sysdia.co.uk> will only be kept as long as we feel we may need to contact you in relation to any existing service you may hold with us.
- 6.3. As an individual user of <http://myapt.co.uk> you can request your account to be deleted by contacting your company administrator who can raise the request to delete the account with our support staff.
- 6.4. User account information from <http://myapt.co.uk> such as username, IP Address and files uploaded will still exist after a user account is deleted as this information will be stored within the audit logs of the myapt system. This information not be deleted until the contract for the company responsible for the myapt account is terminated. After the point of contract termination, any information that is in an active user account or in the audit logs will be deleted and held in the backup system for no more than 3 days after which it will be deleted permanently.
- 6.5. Invoice information along with contact details will be held as long as we require it for accounting purposes.

## **7. Transferring your information overseas**

- 7.1. All of the information we hold is kept either in electronic format or paper format within the European Economic Area and is protected by the appropriate safeguards. Any 3<sup>rd</sup> party location where information is being stored should therefore also be providing at least the same level of protection on this data as we do.

## **8. Your rights**

8.1. Your principal rights under data protection laws are:

8.1.1. The right to access

8.1.2. The right to rectification

8.1.3. The right to erasure

8.1.4. The right to restrict processing

8.1.5. The right to object to processing

8.1.6. The right to data portability

8.1.7. The right to complain to a supervisory authority

8.1.8. The right to withdraw consent

8.2. You may instruct us to provide you with any personal information we hold about you; a provision of such information will be subject to:

8.2.1. The supply of appropriate evidence of your identity.

8.3. We may withhold personal information that you request to the extent permitted by law.

8.4. You may instruct us at any time not to process your personal information for marketing purposes.

8.5. You may instruct us at any time to destroy any and all data we hold about you, however in doing so the strict understanding that any services offered may be impaired e.g. if a myapt user has all of their held data deleted on them then we are no longer able to report on their historic usage.

8.6. If you consider that our processing of your personal information infringes data protection laws, you have a legal right to lodge a complaint with a supervisory authority responsible for data protection. You may do so in the EU member state of your habitual residence, your place of work or the place of the alleged infringement.

## **9. About cookies**

9.1. A cookie is a file containing an identifier (a string of letters and numbers) that is sent by a web server to a web browser and is stored by the browser. The identifier is then sent back to the server each time the browser requests a page from the server.

9.2. Cookies may be either "persistent" cookies or "session" cookies: a persistent cookie will be stored by a web browser and will remain valid until its set expiry date, unless deleted by the user before the expiry date; a session cookie, on the other hand, will expire at the end of the user session, when the web browser is closed.

9.3. Cookies do not typically contain any information that personally identifies a user, but personal information that we store about you may be linked to the information stored in and obtained from cookies.

## 10. Cookies we use

10.1. We use cookies for the following purposes:

10.1.1. Authentication on <http://myapt.co.uk> to keep a user logged in for the web browser session.

10.1.2. Authentication status on <http://myapt.co.uk> to remember the logged in user details across multiple web browser sessions within the same web browser.

## 11. Cookies used by our service providers

11.1. Our service providers use cookies and those cookies may be stored on your computer when you visit our online services such as [www.sysdia.com](http://www.sysdia.com) or <http://myapt.co.uk>

11.2. We use Google Analytics to analyse the use of our website. Google Analytics gathers information about website use by means of cookies. The information gathered relating to our website is used to create reports about the use of our website. Google's privacy policy is available at: <https://www.google.com/policies/privacy/>

## 12. Managing cookies

12.1. Most web browsers allow you to refuse to accept cookies and to delete cookies. The methods for doing so vary from browser to browser, and from version to version. You can however obtain up to date information about blocking and deleting cookies via these links:

12.1.1. <https://support.google.com/chrome/answer/95647?hl=en> (Chrome)

12.1.2. <https://support.mozilla.org/en-US/kb/enable-and-disable-cookies-website-preferences> (Firefox)

12.1.3. <https://support.microsoft.com/en-gb/help/17442/windows-internet-explorer-delete-manage-cookies> (Internet Explorer)

12.1.4. <https://support.apple.com/kb/PH21411> (Safari)

12.1.5. <https://privacy.microsoft.com/en-us/windows-10-microsoft-edge-and-privacy> (Edge)

12.2. Blocking all cookies will have a negative impact upon the usability of many websites.

12.3. If you block cookies, you will not be able to use all of the features on our website based services.

### **13. Our details**

13.1. We are Sysdia Solutions Ltd a Limited company registered in England and Wales under registration number 059 343 81 and our registered office address is Almswood House, 93 High Street, Evesham, Worcestershire, WR11 4DU. United Kingdom.

13.2. Our principal place of business is at Sysdia Solutions Ltd, Business Centre, Edward Street, Redditch, Worcestershire, B97 6HA. United Kingdom

13.3. You can contact us by:

13.3.1. Post at: Sysdia Solutions Ltd, Business Centre, Edward Street, Redditch, Worcestershire, B97 6HA. United Kingdom.

13.3.2. Telephone at: +44 01527 62851

13.3.3. Email at: [info@sysdia.co.uk](mailto:info@sysdia.co.uk)

13.3.4. Web contact form located at: [www.sysdia.com](http://www.sysdia.com)

### **14. Data protection officer**

14.1. Our data protection officer contact details are: Harvey Ball – [harvey.ball@sysdia.co.uk](mailto:harvey.ball@sysdia.co.uk)