

PURPLE MOUSE PRIVACY NOTICE

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INTRODUCTION

Purple Mouse provides IT management services to small businesses. This notice explains how Purple Mouse uses and protects your personal information, including any data used when visiting our website.

Purple Mouse is committed to protecting and respecting your privacy and rights. As such, we observe UK data protection legislation. This Privacy Notice sets out the different ways in which we collect, manage, process, store and share information about you. It also provides information about how you can control the use of your data.

Purple Mouse is the data controller for personal data regarding any service users, distributors, subscribers, those who have made an enquiry, or had any point of contact with Purple Mouse.

We do not under any circumstances trade or sell personal data for commercial purposes and will only ever disclose personal information without your knowledge or consent if it is required by law.

WHAT DATA DO WE COLLECT?

CUSTOMERS

Contact names, addresses, website, accounts and product details and the like. We are a business to business supplier and hold personal data only as necessary to contact you in line with the services we contract to deliver to you.

CONTACTS

We collect data from contacts when we meet, either in person or online in order to contact you to follow up our conversations and perceived interests.

WEBSITE

We use Stat Counter to help improve the website. It collects visitor information such as IP address, browser etc. When visiting the site, you are given the option to opt out of cookies.

We respect the privacy of all visitors to www.purple-mouse.co.uk and only collect data consistent with your legal rights. We take it that you're ok with this if you use our website. If not, please don't use the site.

This applies only to our site, and not to linked websites. Check their policies before providing data.

HOW DO WE USE YOUR DATA?

- Supplying services to you including sending and replying to emails from you and others concerning current projects.
- Where we think you would be interested, sending details of services, newsletters and updates; you may opt out of these at any time.
- If legally required. For example, under a court order or reporting to a statutory body.
- With your permission, to other service providers to cover holiday, sickness and emergencies, to ensure continuity of service to you; or to outsource specialist tasks, for example web design, hardware supply and invoicing and credit control, taking reasonable care to ensure that data will be handled properly.
- We will never otherwise share your data with another party without your knowledge and consent.

On change of ownership, successors are subject to the same legal obligations as us.

We keep all business data for three years from the last exchange between us. If you would like us to keep it for longer, then please advise.

HOW AND WHERE DO WE STORE YOUR DATA?

We use only GDPR compliant Cloud services to store and protect your data. This is carried out according to the requirements of GDPR.

REMOTE ACCESS

We may occasionally use remote access to enable us to support your systems. Before a remote session, we expect you to close any personal data on your screen. Where we must view the data for the purposes of supporting then this information will be kept strictly confidential.

YOUR RIGHTS

- We'll tell you if we use your details;
- You can ask us what details we hold;
- You can correct or delete it;
- You can ask us to pass your details on to other suppliers;

Further information regarding your rights can be found on the [Information Commissioner's website](#)

If you have any questions or concerns about the data that Purple Mouse holds about you, please contact mandy.sutton@purple-mouse.co.uk. If you are not satisfied by our response you also have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues. <https://ico.org.uk/make-a-complaint/>

CHANGES TO OUR PRIVACY POLICY

We will change this policy regularly as the law develops. Any changes will be posted on our website.