



Privacy Policy

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Who are we?

Lineal Software Solutions Ltd. (“Lineal”, “we”) is an IT managed service provider focussing on IT support, hardware, cloud-based, security, communications and telephony services, in addition to software development. Our priority is to provide reliable IT support and services with an honest, professional and approachable manner both throughout the UK and internationally.

For the purposes of the data protection legislation including the Data Protection Act (1998) and the General Data Protection Regulations (Regulation (EU) 2016/679) (“GDPR”), we are responsible for your personal data and can be contacted at www.lineal.co.uk.

Why do we have a Privacy Policy?

We have developed this policy because we want you to feel confident about the privacy and security of your personal information. It describes how we collect, use and process your personal data. It also describes how, in doing so, we comply with our legal obligations to you. Your privacy is important to us, and we are committed to protecting and safeguarding your data privacy rights.

When we refer to "personal information" in this privacy policy, we mean information, which identifies you as an individual, or is capable of doing so. Accordingly, we may hold and use data about you in your capacity as a consumer, a business customer, as an individual acting on behalf of a business customer, or in any other capacity, for example, when you visit our websites.

Please read this privacy policy carefully. You should not share data with us which you do not wish us to have access to, or for which you do not have authority to share. If you are visiting any of our websites or using any of our services, by continuing to do so, you indicate your agreement to our use of your personal information as set out in this privacy policy.

What does this privacy policy cover?

This privacy policy only applies to how Lineal deals with your personal information. It does not apply to any other company or to any other company's websites or services. If you disclose your personal information to other companies your information will be dealt with according to their own privacy policies.

What personal information do we collect about you, and when do we collect it?

We may ask you for information to enable us to provide a service to you and we collect this information by telephone, in-person, via web chat session or SMS, in written correspondence including email or via our website, photograph, video or audio recording including screen recording. We may ask you for information including your name, private / business address, contact telephone numbers and email address. We may also ask you for other information that relates to the service you are using or ordering. For example, we may need your credit card number to charge you for certain services.

Some examples of what information we may request from you and in what context are:

- If you enter into any of our competitions or promotions, we may ask for information about you, which will be made clear at the time you enter. We will also inform you of the purposes for which the information you provide may be use.
- We may ask you from time to time about how you use the services we provide, what other services you would like us to provide in the future, and for other information that helps us to provide a better service to you, our customer.
- We collect information from visitors to our websites to help us to make improvements to the websites and to the services we make available. We know, for instance, how many visitors there are to each of our websites, when they visited, for how long and to which areas of our website they went. We do not share this data with any third parties.

We do not use this information to:

- Analyse your visits to any other websites or
- Track any Internet searches which you may make while on our website.

[What personal information do we collect about you from other companies and organisations?](#)

- We may receive personal information about you from other companies and organisations (for example, for marketing purposes) and we rely on these third parties to obtain your consent for us to use this information.
- Please note that when you order goods and services from Lineal we may make enquiries about you and/or your company for credit reference purposes. At all times where your information is disclosed to us we will protect it in accordance with this policy and keep it secure. We will also not retain this data for longer than is required for legitimate business purposes, and in agreement with you.

[Do we share your personal information with anyone else?](#)

We sometimes use other companies to provide services to you or to provide services to us. To enable them to do this, we may need to share your personal information with them. When we do so, these companies are required to act in accordance with the instructions we give them, and they must meet the requirements of both the Data Protection Act and GDPR to keep the information secure.

We may share your personal information with other companies so that they can contact you in order to provide enhanced support for products and services we are providing you. We will only do this if you have agreed to this and where the companies agree to use your personal information for that purpose only. You can of course ask us not to continue to provide your personal information to any more companies in future. We will not share your personal information with other companies for sales and marketing purposes, with the exception of obtaining pricing for goods and services which you have asked us about.

We may provide information, in response to properly made requests, for the purposes of the prevention and detection of crime, and the apprehension or prosecution of offenders. We may also provide information for the purpose of safeguarding national security. In either

case we do so in accordance with the Data Protection Act and GDPR. We also provide information when required to do so by law, for example under a court order, or in response to properly made demands, under powers contained in legislation.

For how long does Lineal keep personal information?

The time period for which we keep information varies according to what the information is used for. In some cases, there are legal requirements to keep data for a minimum period. For examples, details of payments made for our services need to be retained for minimum lengths of time. If there is no specific legal requirement for us to keep the information, we will retain it for no longer than is necessary for the purposes for which the data was collected or for which it is to be further processed. You will be notified of this at the point of data collection.

How can you access, amend or take back the personal data that you have given to us?

- Even if we already hold your personal data, you still have various rights in relation to it. To get in touch about these, please contact us via our [website](#). We will seek to deal with your request without undue delay and in accordance with the requirements of any applicable laws. Please note that we may keep a record of your communications to help us resolve any issues which you raise.
- **Right to object:** If we are using your data because we deem it necessary for our legitimate interests to do so, and you do not agree, you have the right to object. We will respond to your request within 30 days (although we may be allowed to extend this period in certain cases). Generally, we will only disagree with you if certain limited conditions apply.
- **Right to withdraw consent:** Where we have obtained your consent to process your personal data for certain activities (for example, for recruitment purposes), or consent to market to you, you may withdraw your consent at any time.
- **Data Subject Access Requests:** You have the right to ask us to confirm what information we hold about you at any time, and you may ask us to modify, update or delete such information. At this point, we may comply with your request or do one of the following:
 - we may ask you to verify your identity, or ask for more information about your request; and
 - where we are legally permitted to do so, we may decline your request, but we will explain why if we do so.

In the last case, you have the right to appeal in line with our Data Protection Complaints Procedure.

- **Right to erasure:** In certain situations (for example, where you suspect we may have processed your data unlawfully), you have the right to request us to "erase" your personal data. We will respond to your request within 30 days (although we may be allowed to extend this period in certain cases) and will only disagree with you if we have a legal or legitimate business reason for doing so. In the event that we do refuse your request, you have the right to appeal this decision.

- **Right of data portability:** If you wish, you have the right to transfer your data from us to another data controller. We will help with this – either by directly transferring your data for you, or by providing you with a copy in a commonly used machine-readable format.
- **Right to lodge a complaint with a supervisory authority:** You also have the right to lodge a complaint with your local supervisory authority which, for individuals in the UK, is the Information Commissioner’s Office (ICO).
- If your interests or requirements change, you can unsubscribe from some or all of our marketing content (for example job role emails, Lineal news emails or Christmas Card mailings) by clicking the unsubscribe link in the email or contacting us directly.

How can I find out what personal information Lineal holds about me?

If you want specific information, please tell us and give us any relevant information to enable us to locate the information about you because this will speed up our reply. We may be able to provide the specific information you want without you having to make a formal request.

You can make a formal request if you want to know what personal information Lineal holds about you. In this case, please put your request in writing and send it to us. Our address can be found on our [website](#).

How can I change the personal information Lineal holds about me?

If the information we hold about you is inaccurate, please [contact us](#) to let us know and we will make the necessary amendments and confirm that these have been made.

How do we protect your personal information?

We are serious about guarding the security of your personal information and the details of any transactions made. We take appropriate organisational and technical security measures to protect your data against unauthorised disclosure or processing. We use secure servers to store the information you give us.

How do you find out about changes to our privacy policy?

We may change our privacy policy from time to time. New policies will be published on our website.

Do we use cookies?

A "cookie" is a text file which is allocated by our server to your personal computing device when you visit our website.

In addition to Google Analytics, our website uses open-source software for web analytics. That system uses “cookies” and those help us analyse how visitors use our website, allowing us to continually improve our public image to best meet our visitor's needs.

This website also uses Google Analytics to log when users view specific pages or take specific actions on a website. This allows us to improve the quality of our website’s user experience, and provide targeted advertising in the future. If you do not wish to receive this

type of advertising from us in the future you can opt out using the [DoubleClick opt-out page](#) or the [Network Advertising Initiative opt-out page](#)

You may refuse the use of cookies at any time by selecting the appropriate settings on your browser.

[Are third party sites covered by this policy?](#)

Third party Internet sites that you can link to from our websites are not covered by our privacy policy, so we urge you to be careful if you enter any personal information online. We accept no responsibility or liability for these sites.