

# ACES Limited Privacy Policy

## **Our contact details**

Name: [ACES \(Adams Computer & Electronic Services\) Limited.](#)  
[Registered in England No 3172886](#)

Address: [The Old Exchange, 64 West Stockwell Street,](#)  
[Colchester, CO1 1RE](#)

Phone Number: [01206 395324](#)

E-mail: [sales@aceserve.co.uk](mailto:sales@aceserve.co.uk)

## **The type of personal information we collect**

We currently collect and process the following information:

- [Personal identifiers, contacts and characteristics \(for example, name and contact details\)](#)

## **How we get the personal information and why we have it**

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- To place an order for our products or services
- To raise questions about our products or services or to request technical support

We also receive personal information indirectly, from the following sources in the following scenarios:

- We may collect data which has been placed in the public domain such as on web sites or other publications and we may use this data in order to contact you about our products or services

We use the information that you have given us in order to.

- Process your order and deliver products or services
- Send invoices where appropriate
- Contact you with technical or other information eg to answer queries or provide updated information about our products/services

We do not share your data with other organisations or individuals except as set out below:

- Any party approved by you
- The Government or our regulators: where we are required to do so by law or to assist with their investigations or initiatives
- Police, law enforcement and security services: to assist with the investigation and prevention of crime and the protection of national security

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting the contact details given at the start of this document.

(b) We have a contractual obligation.

(c) We have a legal obligation.

(d) We have a legitimate interest.

## **How we store your personal information**

We design build and run our systems to ensure that your data is as safe as possible at all stages, both while it is processed and when it is stored.

Your information is securely stored at a private location in the United Kingdom with no public access.

We will only keep your personal data for as long as it is needed for the purposes set out in this document or as long as the law requires us to. After this, the personal data will be deleted securely.

## **Your data protection rights**

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your personal information.

**Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

**Your right to object to processing** - You have the the right to object to the processing of your personal information in certain circumstances.

**Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at the contact details given at the start of this document if you wish to make a request.

## **How to complain**

If you have any concerns about our use of your personal information, you can make a complaint to us at the contact details given at the start of this document.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>