

# Global Data Protection Regulation (GDPR) Privacy Notice

This Privacy Notice explains how we use any personal information we collect about our customers (“you” or “your”) on the Technology Store (the Portal) that enables us to provide you with the products and services, to manage any warranty or insurance claims, and to deal with any questions you may have.

If you are unable to provide the information requested on the Portal to complete your Order, then we won't be able to offer the products and services to you.

## **Who are we?**

Lykerlor Business Solutions Limited.

We are the company that owns and operates the Portal and manages the delivery of the products and services to you.

## **Retail Finance**

If finance is offered on any of the stores we operate, it is provided by Close Brothers Retail Finance.

Close Brothers Retail Finance is a trading name of Close Brothers Limited. Close Brothers Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority. For more information please visit [www.closeretailfinance.co.uk](http://www.closeretailfinance.co.uk) Finance is only available to UK residents over 18, subject to status, terms and conditions apply.

**Additional details can be found in the Finance FAQs shown on stores that offer this service.**

In the sections that follow we cover these topics:

- What information do we collect about you?
- How will we use your information?
- Who do we share your information with and why?
- How long do we keep your data?
- Your rights relating to your personal data.
- Changes to our Privacy Notice.
- How to contact us.

## **What information might we collect about you?**

To enable us to provide you with the products and services offered on the Portal we may ask you for some or all the following information:

- Full name, home address, delivery address, email address and telephone number.

You will be our primary point of contact in relation to any of the products or services selected by you on the Portal.

You:

- Will have access to all documentation, information and personal data relating to your Order on the Portal and can notify us if you need to make a change to this information.
- Can notify us if you need to make a claim on insurance or warranty.
- Can raise a complaint or any other concern with us about any of the products or services or terms offered on the Portal.

## **How will we use your information?**

We will use your data for:

- Processing your Order on the Portal.
- Delivering the products and services to you.
- Providing you with helpdesk support where appropriate.
- Providing you with relevant Order confirmation via email.
- Providing you with relevant delivery information via email.
- Fraud prevention and detection.
- Dealing with any complaints raised.

## **Who do we share your information with and why?**

We may share your information with:

- Third parties which supply services to us (for example, suppliers of the technology devices or insurance and warranty registration) We will ensure that they only have access to information required to fulfil their responsibilities and then do not use it for purposes other than those that we have specified in this notice.
- If you pay by debit or credit card, you will be directed to the World Pay payment gateway and they will collect additional details from you directly. Please refer to <https://online.worldpay.com/terms/privacy> for more information about how your data is treated.
- If finance is offered on the store and you decide to apply, you will be directed to the Close Brothers finance application gateway and they will collect additional details from you directly. <https://www.closeretailfinance.co.uk/privacy-notice> has additional information about how your data is treated.
- None of your financial information is kept by us or stored on our systems.
- Auditors, regulators and ombudsman, as required by legal obligation.
- Another organisation if we sell or buy (or negotiate to sell or buy) any business or assets.

We will share your information if we are required to by law. We may share your information to enforcement authorities if they ask us to, or to a third party in the context of actual or threatened legal proceedings, provided we can do so without breaching data protection laws.

### **How long do we keep your data?**

We will keep your name, address, email address and phone number for no longer than 12 months from date of Order delivery to deal with any enquiries you may have.

### **Your rights relating to your personal data**

#### **Our obligations to you**

We will provide you with information on any actions that we have taken in relation to your rights to;

- have access to your personal information.
- have your personal data corrected or removed if it is inaccurate.
- have your personal data deleted from our systems.
- restrict the processing of your personal data.
- lodge a complaint with the regulator and/or seek a judicial remedy.

We will respond to you in writing within one month of the receipt of a request unless the number and complexity of the requests made are deemed sufficiently high for us to extend this time by a further two months.

We will inform you if we need to make use of this additional time and why we need to do so. We will not charge you for responding to any of these requests unless it can be demonstrated that you are making an excessive number of repetitive requests or that your request is not based on fact or reasonable considerations. In this exceptional case, we may charge you a reasonable fee or choose to refuse your request.

If you disagree then you may raise your concerns with the Information Commissioner's Office. <https://ico.org.uk/concerns/>

To assist us in responding to these requests, we may ask you to verify your identity to make sure that we do not give data to the wrong person, update your data with details you did not provide or act on your data that you did not request.

#### **Right to have access to your personal information**

You have the right to request a copy of the personal information we hold about you.

If you would like a copy of some or all your personal information, write to the GDPR Officer, Lykerlor Business Solutions Limited, Abacus House, 14-18 Forest Road, Loughton, Essex, IG10 1DX or email [info@lykerlor.com](mailto:info@lykerlor.com) with your full name and any order reference number.

#### **Right to have your personal data corrected or removed if it is inaccurate**

It's important to us that your personal information is accurate and up to date.

If you believe that some information is inaccurate or should be removed, for example because you have changed home address or have a new phone number, write to the GDPR Officer, Lykerlor Business Solutions Limited, Abacus House, 14-18 Forest Road, Loughton, Essex, IG10 1DX or email [info@lykerlor.com](mailto:info@lykerlor.com) with your full name and any order reference number.

### **Right to have your personal data deleted from our systems**

You can request that we delete your personal data from our systems if you believe that:

- we no longer need to process your personal data to provide you with services or;
- we have processed your personal data in a manner which you believe is unlawful or;
- we must delete your personal data to comply with another piece of legislation.

We may choose to refuse your request if we believe that:

- we have a legal obligation to keep your data or;
- it is required for the purposes of processing any outstanding insurance or warranty claim or;
- it is required for establishing or defending a legal claim.

If you disagree then you may raise your concerns with the Information Commissioner's Office. <https://ico.org.uk/concerns/>

### **Right to restrict the processing of your personal data**

You can request that we temporarily halt using your personal data if you believe that:

- we should not process your data whilst we are in discussions with you regarding a disagreement over the accuracy of your personal data or;
- we have processed your personal data in a manner which you believe is unlawful but rather than wanting us to delete your data you would prefer us to take another course of action to rectify your issue or;
- we no longer require the data, but you do not wish us to remove it from our systems as you require it for establishing or defending a legal claim.

If such a restriction is put in place, then we will not process your data without informing you first that the reason for the restriction has been lifted.

Exceptions to this are that we can continue to process your data as follows:

- using it for processing any outstanding insurance or warranty claims that you have made or; using it for the purposes of establishing or defending a legal claim or; using it for the protection of the rights of another person.

If you disagree then you may raise your concerns with the Information

Commissioner's Office. <https://ico.org.uk/concerns/>

### **Right to object to the processing of your personal data for communications and marketing**

Your data will not be used for marketing communications unless you have agreed for us to do so.

### **Right to have your personal data transferred to another company**

You have the right to receive a copy of the personal data that you have provided to us and that we process using our computer systems, in a format that can be read by another person's or company's computer system.

You have the right to transfer that copy of your personal information or can request that we do it for you, where it is technically possible for us to do so. This right of transfer can be refused if we feel that it would adversely affect the rights of another person. If you disagree then you may raise your concerns with the Information Commissioner's Office. <https://ico.org.uk/concerns/>

### **Right to lodge a complaint with the regulator (Information Commissioner's Office) and/or seek a judicial remedy**

If we do not act on your request within one month of its receipt and do not provide you with reasons why we have not done so then you may lodge a complaint with the Information Commissioner's Office. <https://ico.org.uk/concerns/>

If you believe that the way that we have processed your personal data is not in keeping with current legislation, then you may lodge a complaint with the Information Commissioner's Office. <https://ico.org.uk/concerns/>

If you believe that your rights under current legislation have been infringed as a result of the way that we have processed your personal data, then you may seek a judicial remedy via the courts. <https://ico.org.uk/for-the-public/compensation/>

### **Changes to our Privacy Notice**

We keep our GDPR Privacy Notice under regular review. This was last updated on 20<sup>th</sup> November 2018.

### **How to contact us**

GDPR Officer,  
Lykerlor Business Solutions Limited,  
Abacus House,  
14-18 Forest Road,  
Loughton, Essex,  
IG10 1DX  
Email: [info@lykerlor.com](mailto:info@lykerlor.com)  
Tel: +44 (0) 20 8099 3994