KERNEL
IT SERVICES

Privacy Policy

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Last Updated: 07/02/2023

Contents

This privacy policy will explain how we use the personal data collected from you when you access our website or do business with us.

Who are we?

Kernel IT Services are a company based in the Blackdown Hills in Somerset. Our website address is: kernelitservices.co.uk.

What data do we collect?

Our company collects the following data:

- Name
- Email address
- Phone number
- Physical business or home address

When accessing our website, we use analytics software to collect additional data to allow us to better understand our customers. This data is always anonymised, and we do not make any attempt to find out the identities of those visiting our site. Information collected includes the following:

- Location
- Time of visit
- Pages visited and time spent on each page
- Type of web browser
- Device used
- Screen resolution

How do we collect your data?

You directly provide us with most of the data we collect. We collect data and process data when you:

- Access our website
- Send us a message using the built-in tool on the contact us page

- Email us directly
- Message us on our social media pages
- Phone us

We may also receive your data indirectly from the following sources:
- Google Analytics
- Google Search Console
- Google My Business
- Facebook
- Instagram
- LinkedIn
- Yell
- Bing Webmaster Tools
- Directory services

How will we use your data?

We collect your data so that we can:

- Do business with you
- Better understand our customers and visitors to our website

How do we protect your data?

We have a robust IT system with antivirus and firewall software to keep your data secure.

Any data collected whilst doing business with you will be kept whilst we are still working together. If work is completed, we may keep your data for up to 5 years in case we ever need to contact you again. Once this time period has expired, we will delete your data.

User data collected through analytical software is kept for 14 months, then deleted.

Marketing

When entering into business with us (for example, when buying an Ongoing Service Package), we reserve the right to send you information that is related to the service provided to you as well as information about any offers of other services we may be offering at the time.

If you no longer wish to be contacted for marketing purposes, you should contact us.

What are your data protection rights?

We would like to make sure you are fully aware of all of your data protection rights. Every user is entitled to the following:

The right to access - You have the right to request us for copies of your personal data. We reserve the right to charge you a small fee for this service.

The right to rectification - You have the right to request that we correct any information you believe is inaccurate. You also have the right to request us to complete information you believe is incomplete.

The right to deletion - You have the right to request that we remove your personal data, under certain conditions.

The right to restrict processing - You have the right to request that we restrict the processing of your personal data, under certain conditions.

The right to object to processing - You have the right to object to our processing of your personal data, under certain conditions.

The right to data portability - You have the right to request that we transfer the data that we have collected to another organisation, or directly to you, under certain conditions.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us.

What are cookies?

Cookies are text files placed on your computer to collect standard Internet log information and visitor behaviour information. When you visit our website, we may collect information from you automatically through cookies or similar technology.

You do not need to worry about cookies – they are used in over 45% of all websites on the internet.

For further information, visit allaboutcookies.org.

How do we use cookies?

We use cookies in a range of ways to improve your experience on our website, including:

- Understanding how you use our website
- Optimising pages on the website
- Speeding up page load time

What types of cookies do we use?

There are a number of different types of cookies, however, our website uses:

- **Functionality** – We use these cookies so that we recognise you on our website and remember your previously selected preferences and speed up loading of pages.
- **Advertising** – We use these cookies to collect information about your visit to our website, the content you viewed, the links you followed and information about your browser, device, and your IP address.

How do I manage cookies?

You can set your browser to not accept cookies. For information on how to do that on your specific browser, click here.

Some of our websites' features may not function as a result.

Privacy policies of other websites

Our website contains links to other websites. Our privacy policy only applies to our website, so if you click on a link to another website, you should read their privacy policy.

Changes to our privacy policy

We keep our privacy policy under regular review. It was last updated on 07/02/2023.

How to contact us

If you have any questions about our privacy policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us.