

# Privacy Policy

*In this Privacy Policy references to 'we' and 'us' are to C3ntral Limited, registered company number in Scotland SC331363, registered office: 129 Comely Bank Road, Edinburgh, Scotland, EH4 1BH.*

## **What information we collect.**

The information we collect via our services may include:

- Any personal details you submit such as name, address, e-mail address etc.
- Details of your PC settings and file information.
- A record of your use of our support service.

## **What we do with your information.**

Any personal data we collect during your use of our services will be used in accordance with the Data Protection Act 1998 and other applicable laws. The details we collect will be used:

- To rectify the problems you have reported to us, to maintain guarantee records and to provide after-sales service (we may pass our details to another organisation to service products you have service cover for and/or to provide after sales service).
- To comply with legal requirements.

We would also like to inform you of various promotions, goods and services that may be of interest to you. You may be contacted by post or email regarding any offers or new services. If you do not wish to receive these communications, please let us know by emailing [enquiries@c3ntral.net](mailto:enquiries@c3ntral.net).

## **Sensitive information.**

To allow us to perform computer services you permit us access to your private personal files held on your computer, however we will not access or read any of the following:

- My Documents folder.
- Internet History.
- Recent Documents list.
- Internet Cache.

Any personal information held on your computer (other than that set out in point 1 of our privacy policy) which is accessed or read by our engineers will be kept strictly confidential and will not be recorded.

If in performing the remote online support service our engineers are exposed to any illegal material, it may be our civic and/or legal responsibility to report such to the appropriate authorities. Under such circumstances such disclosure will not be a breach of our obligation of confidentiality.

**IMPORTANT:** You are responsible for ensuring that all data and information on your computer or other hardware is saved and appropriately backed up before we access your system. C3ntral will not be responsible for any loss of data, information or records.

## **Your rights.**

You can ask us to update your personal information by emailing precise details of your request to [enquiries@c3ntral.net](mailto:enquiries@c3ntral.net).

You can ask us to stop sending you any marketing information. To do this, email [enquiries@c3ntral.net](mailto:enquiries@c3ntral.net) and make this request.

You also have the right to request a copy of any personal information we hold about you. To do this, simply write to us at our registered address giving us as much detail as possible about your request and enclosing a cheque for £10 payable to C3ntral Limited to cover our administration costs.