
Privacy Policy

What Personal Data Does Etempa Hold About Me?

Etempa Solutions Limited (Etempa) receives your personal data directly from you. In certain limited circumstances it may receive it from a third party.

The personal data consists of the following (or some of it): full name and title, full address, contact telephone numbers, email address and payment details.

What Does Etempa Do With My Personal Data?

The data controller is Etempa which uses your personal data for the following purposes:

- to provide you with IT and software services (“the Services”);
- to communicate with you for any purpose in relation to the Services (including renewal options) by letter, telephone, email or text message;
- meet its legal obligations.

What Is Etempa’s Legal Basis For Holding My Personal Data?

The legal basis of processing is:

- that the processing is necessary for the performance of the contract for the Services, and
- that the processing is necessary for the purposes of the legitimate interests pursued by Etempa (including sending you a renewal notice or for any other matters arising from the Services not covered in the bullet point above).

Will Etempa Transfer My Personal Data To Third Parties?

Etempa may transfer your personal data to third parties where this is necessary or desirable for the legitimate business interests of Etempa or as required by law;

Etempa will transfer your personal data to third parties where this is necessary for the Services.

Will Etempa Transfer My Personal Data Outside The UK?

Etempa may transfer your data:

- to third parties within the European Economic Area;
- to certain service providers within the US, subject to adequate safeguards being in place;
- to other third parties subject to safeguards required by law.

How Long Will Etempa Hold My Personal Data?

Etempa will update your personal data from time to time based on information received from you directly.

In order to comply with tax, financial services regulations and other applicable legislation Etempa will hold your personal data for six years after the termination of the contract for Services.

Will Etempa Use My Personal Data For Marketing?

Etempa may use your personal data for marketing IT products to you in circumstances where this is considered to be appropriate, including contacting you prior to the expiry of any maintenance contract in connection with its renewal.

Your personal data will not be transferred to any third party for marketing purposes.

What Are My Rights Under Data Protection Legislation?

You have the right to request from Etempa access to and rectification or erasure of personal data or restriction of processing concerning you and to object to processing.

In addition you have the right to data portability. Any questions you may have about data protection should be addressed to the Managing Director at Etempa at the address below.

You have the right to lodge a complaint with the Information Commissioner's Office (www.ico.org.uk).

How Do I Object To Processing Of My Personal Data By Etempa?

Etempa may process your personal data for the purposes of its legitimate interests and may use your personal data for direct marketing, including marketing IT products to you, in circumstances where this is considered to be appropriate, including contacting you prior to the expiry of any maintenance contract in connection with its renewal.

You have the right to object to processing by Etempa for direct marketing purposes and/or for the purposes of Etempa's legitimate interests.

If you wish to exercise this right, please contact the Managing Director at the address below.

Making a Complaint to Etempa

You may make a complaint directly to us if you consider that there is an infringement of the law in connection with your personal data. You can email hello@etempa.co.uk, telephone us on 01943 462182 or write to us at the address below. We will acknowledge receipt of your complaint within 30 days and investigate in accordance with our Complaints Procedure.

Etempa Solutions Limited
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