

SHOAL COMPUTER SOLUTIONS LTD

PRIVACY POLICY

THIS POLICY is applicable from 26th October 2019.

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|---|---|
| 1. INFORMATION ABOUT US | 2 |
| 2. WHAT DOES THIS POLICY COVER? | 2 |
| 3. WHAT IS PERSONAL DATA? | 2 |
| 4. WHAT ARE MY RIGHTS? | 2 |
| 5. WHAT PERSONAL DATA DO YOU COLLECT AND HOW? | 3 |
| 6. HOW DO YOU USE MY PERSONAL DATA? | 3 |
| 7. HOW AND WHERE DO YOU STORE MY DATA? | 4 |
| 8. DO YOU SHARE MY PERSONAL DATA? | 5 |
| 9. HOW CAN I ACCESS MY PERSONAL DATA? | 6 |
| 10. HOW DO I CONTACT YOU? | 6 |
| 11. CHANGES TO THIS PRIVACY POLICY | 6 |

Shoal Computer Solutions Ltd (“SHOAL”) understands that your privacy is important to you and that you care about how your personal data is used. We respect and value the privacy of everyone who visits our website, <https://shoal-it.com> (“Our Site”) or purchases our products and services and only collect and use your personal data as described in this Privacy Policy. Any personal data SHOAL collect will only be used as permitted by law.

Please read this Privacy Policy carefully and ensure that you understand it.

1. Information About Us

Our Site is owned and operated by, and goods, products and services are provided by Shoal Computer Solutions Ltd, a Limited Company registered in England under company number 04349065.

Registered address: 34 Lower Richmond Road, Putney, London, SW15 1JP.

VAT number: 788582950.

Email address: accounts@shoal-it.com.

Telephone number: +44 20 8078 0810

2. What Does This Policy Cover?

This Privacy Policy applies only to your use of Our Site and goods, products and services. Our Site may contain links to other websites. Please note that SHOAL have no control over how your data is collected, stored, or used by other websites and SHOAL advise you to check the privacy policies of any such websites before providing any data to them.

3. What Is Personal Data?

Personal data is defined by the General Data Protection Regulation (EU Regulation 2016/679) (the “GDPR”) and the Data Protection Act 2018 (collectively, “the Data Protection Legislation”) as ‘any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier’.

Personal data is, in simpler terms, any information about you that enables you to be identified. Personal data covers obvious information such as your name and contact details, but it also covers less obvious information such as identification numbers, electronic location data, and other online identifiers.

4. What Are My Rights?

Under the Data Protection Legislation, you have the following rights, which SHOAL will always work to uphold:

- The right to be informed about collection and use of your personal data. This Privacy Policy should tell you everything you need to know, but you can always contact us to find out more or to ask any questions using the details in Part 10.
- The right to access the personal data SHOAL hold about you. Part 9 will tell you how to do this.
- The right to have your personal data rectified if any of your personal data held by SHOAL is inaccurate or incomplete. Please contact us using the details in Part 10 to find out more.
- The right to be forgotten, i.e. the right to ask us to delete or otherwise dispose of any of your personal data that SHOAL hold. Please contact us using the details in Part 10 to find out more.
- The right to restrict (i.e. prevent) the processing of your personal data.
- The right to object to SHOAL using your personal data for a particular purpose or purposes.
- The right to withdraw consent. This means that, if SHOAL rely on your consent as the legal basis for using your personal data, you are free to withdraw that consent at any time.

- The right to data portability. This means that, if you have provided personal data to SHOAL directly, SHOAL using it with your consent or for the performance of a contract, and that data is processed using automated means, you can ask SHOAL for a copy of that personal data to re-use with another service or business in many cases.
- Rights relating to automated decision-making and profiling. SHOAL do not use your personal data in this way.

For more information about our use of your personal data or exercising your rights as outlined above, please contact us using the details provided in Part 10.

It is important that your personal data is kept accurate and up to date. If any of the personal data SHOAL hold about you changes, please keep us informed as long as SHOAL have that data.

Further information about your rights can also be obtained from the Information Commissioner's Office or your local Citizens Advice Bureau.

If you have any cause for complaint about SHOAL use of your personal data, you have the right to lodge a complaint with the Information Commissioner's Office. SHOAL would welcome the opportunity to resolve your concerns ourselves, however, so please contact us first, using the details in Part 10.

5. What Personal Data Do You Collect and How?

Our Site collects certain information automatically, including your IP address, the type of browser you are using, and certain other non-personal data about your computer or device such as your operating system type or version, and display resolution.

If you send us an email or submit a contact form, SHOAL may collect your name, your email address, and any other information which you choose to give us. For the purposes of the Data Protection Legislation, SHOAL is the data controller responsible for such personal data.

SHOAL will also collect personal information in the course of our relationship with you, for example if we provide a service to you or the organisation you work for.

The lawful basis under the Data Protection Legislation that allows Us to use such information is article 6(1)(f) of the GDPR which allows us to process personal data when it is necessary for the purposes of our legitimate interests, in this case, the proper operation and functionality of Our Site. If you contact us as described above, you will be required to consent to our use of your personal data to contact you. In this case, our lawful basis for using your personal data will be article 6(1)(a) of the GDPR, which allows SHOAL to use your personal data with your consent for a particular purpose or purposes.

6. How Do You Use My Personal Data?

Where SHOAL collects any personal data, it will be processed and stored securely, for no longer than is necessary in light of the reason(s) for which it was first collected. SHOAL will comply with our obligations and safeguard your rights under the Data Protection Legislation at all times. For more details on security see Part 7, below.

SHOAL do not generally collect any personal data directly from you, but if you contact us and we obtain your personal details from your email, SHOAL may use them to respond to your email. The other technical data referred to above is necessary for the technical operation of Our Site and will not normally be used in any way to personally identify you.

No personal data will be retained for any longer than is necessary.

SHOAL will not share any of your personal data with any third parties for any purposes other than storage on an email and/or web hosting server, or where you have purchased goods, products or services and the supplier requires such information.

7. How and Where Do You Store My Data?

SHOAL will store some or all of your personal data in the UK. This means that it will be fully protected under the Data Protection Legislation.

SHOAL may store some or all of your personal data within the European Economic Area (the "EEA"). The EEA consists of all EU member states, plus Norway, Iceland, and Liechtenstein. This means that your personal data will be fully protected under the Data Protection Legislation, the GDPR, and/or to equivalent standards by law.

SHOAL may store some or all of your personal data in countries that are not part of the European Economic Area (the "EEA" consists of all EU member states, plus Norway, Iceland, and Liechtenstein). These are known as "third countries" and may not have data protection laws that are as strong as those in the UK and/or the EEA. This means that SHOAL will take additional steps in order to ensure that your personal data is treated just as safely and securely as it would be within the UK and under the Data Protection Legislation by only transferring your personal data to third countries whose levels of data protection are deemed 'adequate' by the European Commission. More information is available from the European Commission.

Please contact us using the details below in Part 10 for further information about the particular data protection mechanisms used by us when transferring your personal data to a third country.

Personal data security is essential to us, and to protect personal data, SHOAL takes the following measures:

- limiting access to your personal data to those employees, agents, contractors, and other third parties with a legitimate need to know and ensuring that they are subject to duties of confidentiality;
- procedures for dealing with data breaches (the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, your personal data) including notifying you and/or the Information Commissioner's Office where we legally required to do so;

8. Do You Share My Personal Data?

SHOAL may contract with third parties for hosting and data storage purposes or the provision of other goods, products or services.

If any of your personal data is transferred to a third party, as described above, SHOAL will take steps to ensure that your personal data is handled safely, securely, and in accordance with your rights, our obligations, and the third party's obligations under the law, as described above in Part 7.

If any personal data is transferred outside of the EEA, SHOAL will take suitable steps in order to ensure that your personal data is treated just as safely and securely as it would be within the UK and under the Data Protection Legislation, as explained above in Part 7.

If SHOAL sell, transfer, or merge parts of our business or assets, your personal data may be transferred to a third party. Any new owner of our business may continue to use your personal data in the same ways that SHOAL have used it, as specified in this Privacy Policy (i.e. to communicate with you).

In some limited circumstances, SHOAL may be legally required to share certain personal data, which might include yours, if we are involved in legal proceedings or complying with legal obligations, a court order, or the instructions of a government authority.

In the course of providing goods, products or services, we may disclose your personal data to the following recipients:

| Recipient or category | Purpose |
|---|---|
| Uptime Solutions Limited Crawley Business Centre, Stephenson Way, Three Bridges, West Sussex, RH10 1TN, UK | To provide outsourced IT support (help desk) and professional services to our clients |
| AppRiver AG Industriestrasse 33, 5242 Lupfig, Switzerland | To provide products and services resold by SHOAL and any required support |
| Pax8 Two the Distillery, 2 Avon Street, Bristol, BS2 0GR, UK | To provide products and services resold by SHOAL and any required support |
| Brigantia Partners Limited Suite 2.1, Hurstwood Business Centre, York Road, Thirsk, YO7 3BX, UK | To provide products and services resold by SHOAL and any required support |
| Microsoft Microsoft Campus, Thames Valley Park, Reading, Berkshire, RG6 1WG, UK | To provide products and services resold by SHOAL and any required support |
| Licensors for products and services resold by SHOAL | To provide products and services resold by SHOAL and any required support |
| Others providers of goods, products and services | To provide products and services resold by SHOAL and any required support |

9. How Can I Access My Personal Data?

If you want to know what personal data SHOAL have about you, you can ask us for details of that personal data and for a copy of it (where any such personal data is held). This is known as a “subject access request”.

All subject access requests should be made in writing and sent to the email or postal addresses shown in Part 10.

There is not normally any charge for a subject access request. If your request is ‘manifestly unfounded or excessive’ (for example, if you make repetitive requests) a fee may be charged to cover our administrative costs in responding.

SHOAL will respond to your subject access request within 21 days and, in any case, not more than one month of receiving it. Normally, SHOAL aim to provide a complete response, including a copy of your personal data within that time. In some cases, however, particularly if your request is more complex, more time may be required up to a maximum of three months from the date SHOAL receive your request. You will be kept fully informed of our progress.

10. How Do I Contact You?

To contact us about anything to do with your personal data and data protection, including to make a subject access request, please use the following details:

For the attention of: M. Fish

Email address: accounts@shoal-it.com

Telephone number: +44 20 8078 0810

Postal Address: 34 Lower Richmond Road, London, SW15 1JP.

11. Changes to this Privacy Policy

SHOAL may change this Privacy Notice from time to time. This may be necessary, for example, if the law changes, or if SHOAL change our business in a way that affects personal data protection.

Any changes will be immediately posted on Our Site and you will be deemed to have accepted the terms of the Privacy Policy on your first use of Our Site following the alterations, or on receipt of an email notifying you of changes. SHOAL recommends that you check this page regularly to keep up-to-date.

This Privacy Policy was last updated on 04/04/2024.