

# Privacy policy



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We collect and process data to better serve you and to ensure our services meet the needs of our customers. We are committed to maintaining the trust and confidence of our customers using their data we collect to provide a first-class service to them. We will only data you provide us for the purposes for which it was provided. In this Privacy Policy, you will find details of when and why we collect your personal information, how we use it, the limited conditions under which we may disclose it to others and how we keep it secure. The processing of customers’ personal data, such as names, addresses, e-mail addresses or telephone numbers will always be in line with GDPR regulation and in accordance with the country-specific data protection regulations applicable to JP2 IT.

Our contact details are:

JP2 IT Limited  
The Parish Offices  
Moorhouse Road  
London W2 5DJ

Tel: 020 393 11444  
Email: support@jp2it.com

## Contents

Types of data we collect & process .....	2
Sharing data with third parties .....	2
Access to your personal information.....	2
Rectification of personal information.....	2
Erasure of personal information.....	2
Consent .....	3

## Types of data we collect & process

- Cookies: Not applicable
- Google Analytics: Not applicable
- Mailing Lists: Not applicable
- Website: Bot applicable
- Profiling: Not applicable  
*(“Profiling” means any form of automated processing of personal data consisting of the use of personal data to evaluate certain personal aspects relating to a natural person, in particular to analyse or predict aspects concerning customers’ economic situation, preferences or behaviour)*
- General data collection & processing may apply in the following cases:
  - *We may analyse anonymously, collected data and information, with the aim of increasing the data protection and data security of the services we provide and to ensure an optimal level of protection for the data we process e.g. we may collect and analyse e-mail filtering statistics from all our customers to improve the spam filtering service we provide*
  - *For the performance of a contract to which you are party, as is the case for example, when processing operations are necessary for the supply of goods or provision of any service*
  - *For carrying out pre-contractual measures, for example in the case of inquiries concerning our products or services*
  - *If JP2 IT becomes subject to a legal obligation by which processing of personal data is required e.g. such as for the fulfilment of tax obligations*
  - *We may also share your information with credit reference agencies and other companies for use in credit decisions, for fraud prevention and to pursue debtors.*

## Sharing data with third parties

We are not in the business of selling, renting or trading our customers' email addresses or other personal data with other companies and businesses for sales purposes such as marketing & advertising.

The only time we share customers' personal data with third parties is to aid the provision of services we provide e.g. making user account details available to vendors (such as Microsoft engineers) when troubleshooting technical system issues.

## Access to your personal information

You are entitled to view, amend, or delete the personal information that we hold. Please e-mail your request to us at [support@jp2it.com](mailto:support@jp2it.com). We will provide your personal information we hold in a structured, commonly used and machine-readable format. We may charge a small fee for this.

## Rectification of personal information

You are entitled to obtain from the controller without undue delay the rectification of any of your inaccurate personal data and have any incomplete personal data completed.

## Erasure of personal information

You are entitled to have your personal data erased without undue delay where one of the following grounds applies:

- The personal data is no longer necessary in relation to the purposes for which it was collected or processed for
- You withdraw consent to which the processing is based on and there are no other legal grounds for the processing of your data
- There are no overriding legitimate grounds for the holding or processing of your data

- If personal data has been unlawfully processed.

If one of the aforementioned reasons applies and you wish to request the erasure of personal data stored by JP2 IT, please e-mail your request to us at [support@jp2it.com](mailto:support@jp2it.com).

If you are unhappy about the way we have processed your data you have the right to lodge a complaint with the Information Commissioners Office.

### Consent

By signing this form, you are confirming that you have read this Data Protection Notice and that you are consenting to JP2 IT holding and processing your personal data according to GDPR regulations.

.....  
SIGNED

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DATED