



**BANANA**  
IT SOLUTIONS

## Privacy

**At Banana IT Solutions (BITS) we are extremely grateful for the privilege of providing IT Support to our diverse range of clients.**

We are committed to protecting your privacy, promise to respect your personal information and do all we can to keep it safe. We aim to be clear about how we obtain your details and only process them in ways we believe you would reasonably expect. This includes not selling or sharing personal details with third parties for the purposes of their marketing.

We always aim to communicate with you respectfully, effectively and efficiently. We are legally obliged to use your information in line with the law concerning the protection of personal information included in the General Data Protection Regulation (GDPR) 2018.

Our forms give clear choices and we include information on how to change your communication preferences whenever we contact you. This helps us send you news of our work only if you have explicitly stated you are happy for us to do so in ways that are most convenient to you (email, phone, post). If you don't want to hear from us, please let us know by calling 020 8144 5107 or emailing [TopBanana@BananaIT.Solutions](mailto:TopBanana@BananaIT.Solutions)

### How do we collect information about you?

We collect information in the following ways:

#### **When you give it to us DIRECTLY, Actively Opting In, including when:**

- you contact Banana IT Solutions to request support
- register to receive news about our services
- sign up to our online content
- you telephone, email, write to or text us
- engage with us via social media channels
- sign up for one of our events
- order our resources online
- fill out a questionnaire or survey
- have a conversation with us and provide us with information about yourself.

#### **When other organisations have permission to share or it is available PUBLICLY**

The information we get from other organisations may depend on your privacy settings or the responses and permissions you give, so you should check them regularly.

This information comes from the following sources:

##### *Social media*

Depending on your settings or the privacy policies for social media and messaging services like Facebook, WhatsApp or Twitter, we might have permission to access information from those sources. We will not add this information to your personal details.

##### *Other information that is available publicly*

This may include information found in publicly available sources such as Companies House, LinkedIn, the Charity Commission, Companies House, grant-making trusts and Government websites, biographical directories and information that has been published in reputable media.

### **When we collect information as you use our website:**

Like most websites, we use 'cookies' to help us make our site, and the way you use it, better. Cookies are small text files that sites transfer to your device (computer, phone or tablet) and make interacting with a website faster and easier – for example, by automatically filling in your name and address in text fields.

BITS may store information about you and your activity in cookies. If you want to delete any cookies that are already on your computer, please refer to the instructions for your file management software to locate the file or directory that stores cookies.

If you wish to restrict or block web browser cookies that are set on your device, you can do this through your browser settings; the Help function within your browser should tell you how. Alternatively, you may wish to visit [www.aboutcookies.org](http://www.aboutcookies.org) which contains comprehensive information on how to do this on a wide variety of desktop browsers.

### **What personal information we might collect from you**

If you support us — for example, pay for our services, sign up to receive newsletters, take part in an event, or order our resources — we will usually collect:

- Your name
- Your contact details, including postal address, email, telephone numbers, along with your preferences as to which of these we should use to contact you in the future
- Bank account details if you make a regular monthly payment by direct debit or standing order for Support Services
- Debit or credit card details used to pay for Support Services or when ordering resources – this could be online, over the phone or by mail. We will process your information securely and in accordance with the Payment Card Industry Standards. Your details are only used to complete the transaction requested; we do not store your debit or credit card details. If you have provided them physically, they are securely destroyed once your payment has completed
- Your position within an organisation (if relevant)
- Other personal information or sensitive data you share with us, such as your family information, and any appropriate health issues you may have told us about that will help us support and communicate with you in the most appropriate way (eg, large print, hardware or software adaptations)

### **How do we use this information?**

The information we gather helps us to send you what you want when you want it, to fulfil orders for resources, and send you updates and information about our services and events.

It also helps us to shape our activities to ensure that our communication is relevant and timely and provides you with a good experience of BITS.

We will use your personal information to:

- Provide you with the information, resources or services you have requested
- Keep you up to date with the services we offer
- Administer your payments
- Ensure we know how you prefer to be contacted
- Keep a record of your correspondence, support history, questions you have asked us, or comments or complaints you have made
- Understand how we can improve the support experience you receive based on your interests and interaction with us
- Understand how we can improve our services, and the resources or information we send out
- Ensure that potentially vulnerable people are treated appropriately

***We do not sell or share personal details to third parties for the purposes of their marketing.***

## **Legal bases for processing your data:**

### **Consent**

From May 2018, we will process any new information based on the consent you have given us.

### **Legitimate interest for existing clients**

If you are an existing client, we will use your support history for upto the previous three-year period as a legitimate interest reason to continue sending you the communications you receive from us. This includes if you have made a payment or updated us with new information to help us send you the right communications for your needs. If you have previously asked us not to contact you, we will continue to respect your wishes.

### **Legitimate interest for potential clients**

We would use any information we gather to help us plan an appropriate approach, such as a meeting or an event invitation, where we could share further information about BITS and explore your interest and opportunities for support.

### **Opting out**

You can change or stop what you receive from us by following the instructions on any postal communication, the website or email, or you can contact us by phone at any time.

### **Protecting your personal information**

The security of your information is very important to us. We ensure that there are appropriate controls and procedures in place to protect your personal details. For example, information you submit on a physical form or when filling out online forms is encrypted and stored on a secure server. We also use encryption and secure servers when you make a payment via our website.

However, despite all the security and protection we put in place, the Internet cannot be guaranteed to be 100% secure. Therefore, you submit data at your own risk.

We undertake regular reviews of who has access to information we hold to ensure that your details are only accessible by appropriately trained and authorised staff.

Your information may occasionally be passed to service providers that perform functions on our behalf, such as sending postal mail and email or analysing data. These companies may only use your information to perform these functions and may not use it for any other purposes. They are required to destroy this information once the function for which it has been transferred has been carried out.

If required, we may need to disclose your details to the police, regulatory bodies or legal advisors.

Due to the nature of servers and cloud-based storage all over the world, this may mean that, during the processing of your data, it leaves the European Economic Area (EEA). Although they may not be subject to the same data protection laws as in the UK, we will take steps to make sure they provide an adequate level of protection in accordance with UK data protection law. By submitting your personal information, you are agreeing to this potential transfer, storing or processing at a location outside the EEA.

We will only ever share your data in other circumstances if we have your explicit, informed and unambiguous consent.

## **Keeping your information up to date**

When possible, we use publicly available sources to keep your records up to date and accurate. We also take appropriate measures to ensure that information is only kept for as long as is necessary and only for the purpose for which it was given. We will also only use it when regulations permit us to do so.

However, we would really appreciate it if you let us know if your contact or personal details change, as this gives us consent to use the updated information and continue to communicate with you.

### **How long we will keep your information for:**

- We will hold your personal information on our systems for as long as is necessary to carry out the activity relevant to your interaction with us.
- We will keep a record of any payments you have made for at least seven years
- Disposal of personal data will be conducted according to correct practice and procedures.

## Right of access

The current size of BITS in terms of; clients, turnover and the complexity of the data which we handle does not require us to have a Data Protection Officer. However, if you want to access your information you should make the request in writing to BITS using the standard letter which is available online from [www.ico.gov.uk](http://www.ico.gov.uk). We do not accept these requests by email.

Please address all correspondence to:

FAO: The Data Protection Officer  
Banana IT Solutions  
Freston Road Hub  
196 Freston Road  
London W10 6TT

If you have any questions, please contact us by phone: 020 8144 5107 email: [DPO@BananaIT.Solutions](mailto:DPO@BananaIT.Solutions) or for further information, see the Information Commissioner's guidance at [www.ico.org.uk](http://www.ico.org.uk)

## Changes to this notice

We may change this Privacy Notice from time to time. If we make any significant changes in the way we treat your personal information, we will make this clear on the Banana IT Solutions website and/or by contacting you directly.