

# **Iktrix Limited Privacy Policy**

## **Our contact details**

Name: Iktrix Limited

Address: IKTriX Limited, Oaklands, Nightingales, West Chilmington, West Sussex, RH20 2QT. United Kingdom

E-mail: email@iktrix.com

## **The type of personal information we collect**

We currently collect and process the following information:

- Contact names.
- Email addresses.
- Phone numbers.
- Mail addresses.
- Device information.
- Network information.
- Business Tax identifiers.

## **How we get the personal information and why we have it**

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- Purchases
- Technical Support
- Enquiries

We also receive personal information indirectly, from the following sources in the following scenarios:

- Logged network connections to our website or email service.

We use the information that you have given us in order to correctly maintain working infrastructure and provide business services.

We also use device identifiers to lock software licenses to a particular machine.

We may share this information with our web and email infrastructure supplier and legal entities when legally required to do so.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

**We have a legal obligation, e.g. tax records**

**We have a legitimate interest as a commercial business**

### **How we store your personal information**

Your information is securely stored at our web, email and storage providers and on IKTriX computational devices.

We keep contact details for the time required to provide you with services, technical support and advertising. When no longer needed we will then dispose your information by digitally deleting the data.

### **Your data protection rights**

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your personal information.

**Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

**Your right to object to processing** - You have the the right to object to the processing of your personal information in certain circumstances.

**Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at [email@iktrix.com](mailto:email@iktrix.com) and/or IKTriX Limited, Oaklands, Nightingales, West Chilmington, West Sussex, RH20 2QT. United Kingdom, if you wish to make a request.

## **How to complain**

If you have any concerns about our use of your personal information, you can make a complaint to us at [email@iktrix.com](mailto:email@iktrix.com).

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>