

## **Privacy Policy**

### **Purpose of this privacy policy**

This policy is designed to provide you with information about how we use the personal data and information that you provide to us:

- during your use of the [www.mendit.com](http://www.mendit.com) website (the “Site”)
- when you order products from us over the phone and
- in the course of any related communication between us.

It also covers information provided to us by a third party, such as an organisation from whom you may have bought electronic equipment and who resell our products to customers on our behalf.

It is important that you read this privacy policy so that you are aware of and understand what personal data we collect from you and how we use it.

### **About us**

We are MendIT Computer Repairs Limited, a company incorporated in England with company number 15489941 (“we” “us” or “our”). Our registered address is:

Building 1 Olympic Way, Birchwood, Warrington, England, WA2 0YL. We are the data controller.

### **What information do we collect from you?**

We will collect and process the following data about you:

#### *Registering your product with us and creating your account*

- Information provided by you to us when registering your product or requesting a repair. This information will include your title, name, address, e-mail address and telephone number.

#### *Buying a product*

- Information provided by you to us when buying one of our products. This information will include your title, name, address, e-mail address and telephone number.
- Your billing address financial information (such as credit or debit card number, and expiry date, which is stored in a tokenised format) and unique identifiers (such as your username and password). Passwords are hashed so they are not visible to us.

- Information relating to your purchases and payments to and from you.

#### *Using our website*

- Information that you provide by filling in forms on our Site, such as “Book a Repair” or “Contact Us”.
- Information that we automatically receive and record from your browser or your mobile device when you visit our Site, such as your IP address or unique device identifier, the cookies you accept and data about which pages you visit.
- Device-specific information that we may automatically collect when you use our Site. This information may include information such as the hardware model, operating system information, browser information and device identifiers.
- Information about how you use our Site.

#### *Contacting us*

- Records of any correspondence we have with you. We may monitor or record any communications we have with you, including phone calls and emails, for training, compliance and legal or regulatory reasons.

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

We use information about you in the following ways:

#### *Creating your account and providing services to you*

- To open your account on our Site and maintain your records
- To arrange and carry out a repair to your device
- To contact you in relation to your product
- To process payments from you or to you
- To respond to your requests and queries
- To check that your payment card is not being used without your consent

#### *Ensuring the Quality of our Service & Effectiveness of our Site*

- To help train our staff and improve our customer service.
- To ensure that content from our Site is presented in the most effective manner for you and for your device.
- Asking you to leave a review of our service or participate in a survey.

### *Marketing*

- To make suggestions and recommendations to you about products and services that may be of interest to you. This may be via the Site, or by email, SMS, telephone, social media or post.
- If you are on a social media platform, we may use the contact details we collected from you when you set up your account and/or registered your product and combine this with information which the social media platform holds. We will do this so that we can find your social media platform account. We may then contact you or market to you via the platform.

### *Internal Business Purposes*

- For internal purposes, such as website and system administration.
- To carry out data analytics, including which parts of our Site you visit in order to improve our Site, for marketing purposes and to improve our customer experience.
- To comply with our legal and regulatory obligations, including for crime and fraud prevention purposes.

### **On what basis are we entitled to process your data?**

We will only use your personal data when the law allows us to. Data protection law sets out a number of different legal grounds upon which data controllers can legally process personal data.

In most cases, we process your data in order to take steps at your request before entering into a contract with you, or because the processing is necessary to perform our contract with you.

If the processing is not related to your contract, we will process your information on one of the following bases:

- You have given clear consent for us to process your personal data.
- Our legitimate interests, which include:
  - developing our products and growing our business

- carrying out data analytics to help us predict future market trends and customer behaviour
- to improve our Site and your experience of using it, including customising your experience
- to understand the types of products that you are interested in
- to develop our business and inform our marketing strategy
- to run our business, administer our Site and ensure its security
- to prevent fraudulent purchases on our Site
- to improve service quality and compliance.

In accordance with data protection law, we make sure we consider and balance any potential impact on you and your rights before we process your data for our legitimate interests. If the potential impact on you and your rights overrides our legitimate interests, we will not process your data, unless we are able to do so using a different legal basis.

- Where the processing is necessary to comply with our legal obligations, a court order or to exercise or defend legal claims.

#### **How long we will keep your data for?**

Unless a longer retention period is required by applicable laws, we will retain your information for as long as your account is active as well as for an additional period afterwards to cover any outstanding issues or queries that may arise in relation to your account. We will periodically review retention periods to check they are appropriate. We will not keep your data for any longer than is necessary.

If you are not an active customer, and you do not wish to hear from us, you can contact us at [info@mendit.com](mailto:info@mendit.com) and we will delete your information immediately.

#### **Who do we disclose your information to?**

##### *Our service providers*

We may need to pass on your information to service providers who provide services on our behalf. Your data will only be used by our third party providers to provide the requested services to us.

We use the following service providers to provide us with services:

- third party payment providers who are integrated into our Site. When you pay using one of these methods e.g. WorldPay, you are redirected to the provider's portal. Your use of these services is subject the terms and conditions and the privacy policies of these payment providers.

- GBM Digital Technologies Limited trading as Sync, an authorised repair centre for Apple
- providers of courier services, such as UPS
- to Trustpilot, to enable you to rate your experience with us.

#### *Insurers*

If you have bought one of our insurance products, we will provide the relevant insurance company with your name, address and details of your equipment. We need to do this to make sure that you are able to claim under your insurance.

#### *Gigabyte™ & other manufacturers*

We are an authorised repair centre for Gigabyte™. If we have repaired your Gigabyte™ device under warranty, we will let Gigabyte™ know your name and the repair we have carried out. This enables Gigabyte™ to keep records of the repairs carried out under warranty.

Sometimes customers ask us to liaise with the manufacturer of their product in relation to repairs. In this case it will be necessary for us to share relevant information with the manufacturer.

#### *Other third parties*

We may disclose your personal information to any member of our group, which means our ultimate holding company and its subsidiaries, as defined in section 1159 of the UK Companies Act 2006.

We may also disclose your personal information to third parties:

- In the event that we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets.
- You request or authorise the disclosure of information to a third party.
- If we or substantially all of our assets are acquired by a third party, in which case personal data held by us about our customers is likely to be one of the transferred assets.
- If we are under a duty to disclose or share your personal data in order to comply with any legal or regulatory obligation.

#### **Do we transfer your data outside of the UK?**

At the time of writing this privacy notice, none of our external service providers is based outside the UK. We may however begin using other service providers based outside the UK in the future if we feel this is appropriate. If the service that these service providers provide involve the processing of your personal data, this will also involve a transfer of data outside the UK.

If we do transfer your personal data out of the UK, we will ensure a similar degree of protection is afforded to it by ensuring at least one of the following safeguards is implemented:

- We will only transfer your personal data to countries that have been deemed to provide an adequate level of protection for personal data.
- Where we use certain service providers, we may use specific contracts approved for use in the UK which give personal data the same protection it has in the UK.

Please contact us if you want further information on the specific mechanism used by us when transferring your personal data out of the UK.

### **Cookies**

Our Site uses cookies to collect user information from the Site. This helps us to enhance your experience of using the Site.

### **Your rights**

As a data subject, you have the following rights:

- The right to be informed of the use of your personal data. This privacy policy provides you with this information.
  - The right to request access to your personal data (commonly known as a "data subject access request"). This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it.
  - The right to require the correction of the personal data that we hold about you. This enables you to have any incomplete or inaccurate data we hold about you corrected.
  - The right to request erasure of your personal data (commonly known as "the right to be forgotten"). This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it or where you have withdrawn your consent and there is no other legal ground for us to process the data.

- The right to ask us to delete or remove your personal data where you have successfully exercised your right to object to processing (see below), where we may have processed your information unlawfully or where we are required to erase your personal data to comply with local law.
- The right to request restriction of processing of your personal data. This enables you to ask us to suspend the processing of your personal data in the following scenarios:
  - If you want us to establish the data's accuracy.
  - Where our use of the data is unlawful but you do not want us to erase it.
  - Where you need us to hold the data even if we no longer require it as you need it to establish, exercise or defend legal claims.
  - You have objected to our use of your data but we need to verify whether we have overriding legitimate grounds to use it.
- The right to object to the processing, on grounds relating to your particular situation, where we are relying on a legitimate interest (or those of a third party). In some cases, we may demonstrate that we have compelling legitimate grounds to process your information which override your rights and freedoms. You also have the right to object where we are processing your personal data for direct marketing purposes.
- In limited circumstances, you may have the right to request to receive personal data in a structured, commonly used and machine-readable format. You have the right to transmit the data in this format to another data controller.

If you have a complaint in relation to the processing of your data carried out under this privacy policy, you have the right to lodge a complaint with your local supervisory authority. The local supervisory authority in the UK is the Information Commissioner's Office ([Home | ICO](#)).

### **Contact us**

If you have any questions about how we use your personal data or if you'd like to exercise any of your rights, please contact us. You can get in touch by emailing us at [info@mendit.com](mailto:info@mendit.com) or by post at Data Protection, Inmoor Road, Birkenshaw, Bradford BD11 2PS.