

**Who are we?**

Convene IT Ltd, Company No: 06558902 whose registered and trading address is Unit1A Sandham Street, Chorley, PR6 0RA VAT No: GB 929 4622 00

**How do we collect information from you?**

We gather information verbally, investigation and discovery while working with a client

**What type of information is collected?**

As Convene IT Ltd are a Business 2 Business contract based company we collect details on systems, configuration, subscriptions and anything related to the IT system we need to provide high levels of support. We monitor and purge this on a frequent basis to ensure we are only holding relevant information needed to support our clients. We do not collect any sensitive data without your explicit consent

**How is your information used?**

We use the information to help in the following tasks:

- perform daily support and maintenance tasks
- working with 3<sup>rd</sup> party suppliers to support software and hardware fixes
- notify you of changes to our service
- Seek your views or comments on the service we provide
- we may contact you with security or service updates
- processing of job applications

We review our retention periods for personal information on a regular basis. We are legally required to hold some types of information to fulfil our statutory obligations (for example the avoidance of money laundering). We will hold your personal information on our systems for as long as is necessary for the relevant activity, or for as long as is set out in any relevant contract you hold with us.

**Who has access to your information?**

We will not sell or rent your information to third parties

We will not share your information with third parties for marketing purposes without your explicit permission.

Third party Service Providers working on our behalf. We may pass your information to our third-party service providers, agents, subcontractors and other associated organisations for the purposes of completing tasks and providing services to you on our behalf

However, when we use third-party service providers, we disclose only the personal information that is necessary to deliver the service and we have a contract in place that requires them to keep your information secure and not to use it for their own direct marketing purposes. Unless you have requested us to do so, or we are required to do so by law, for example, by a court order or for the purposes of prevention of fraud or other crime.

**Security**

Convene IT Ltd implement strong passwords across the board and 2FA (2 Factor authentication) wherever possible. Our staff have a good understanding of the importance of data security and how to work with sensitive information. Across all systems up-to-date AV and security measures are in place with edge firewalls. We are Cyber Essentials qualified and maintain high levels of security in our environment and the environments we maintain. We are constantly looking at ways to improve security

**How you can access and update your information**

The accuracy of your information is important to us. We are continually working on ways to make it easier for you to review and correct the information that we hold about you. In the meantime, if you change email address, or any of the other information we hold is inaccurate or out of date, or you wish us to delete or 'forget' your information, please email us at [contact@conveneit.co.uk](mailto:contact@conveneit.co.uk)

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You can disable any cookies already stored on your computer, but these may stop our website from functioning properly.

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Targeting Cookies

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**Contacting Us**

Contact us via the enquiry form on the Convene IT Ltd website, Call us on 01257 272261

Email us at [contact@conveneit.co.uk](mailto:contact@conveneit.co.uk)

Or Write to us at:

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