

Privacy & Data Protection Policy

Last updated: 27.07.2026

Tek Help ("Tek Help", "we", "us" or "our") respects your privacy and is committed to protecting your personal data.

This Privacy & Data Protection Policy explains how we collect, use, store and protect personal data when you:

- visit our website;
- contact us;
- request or purchase our services;
- use our IT support services;
- use remote support services; or
- otherwise interact with Tek Help.

This policy is intended to explain our approach to privacy and data protection in accordance with applicable UK data protection law, including the **UK General Data Protection Regulation (UK GDPR)** and the **Data Protection Act 2018**.

1. Who We Are

Tek Help is the organisation responsible for deciding how and why your personal data is processed for the purposes described in this policy.

Tek Help

40 George Fitzroy Court

St Marys

Morpeth

NE61 6FE

United Kingdom

Telephone: **07506 137197**

Email: josh@tekhelp.co.uk

For the purposes of applicable data protection law, Tek Help is generally the **data controller** of personal data we collect directly from our customers, website visitors and contacts.

2. The Personal Data We Collect

Depending on how you interact with us, we may collect and process the following personal data:

Contact information

- Name
- Email address
- Telephone number
- Address or location where relevant to providing on-site services

Customer and service information

- Details of services requested or provided
- Booking and appointment information
- Membership information
- Payment and billing information
- Communications between you and Tek Help
- Information needed to diagnose or resolve a technical issue

Technical information

When you use our website or services, we may collect technical information such as:

- IP address
- Browser and device information
- Website usage information
- Technical logs where relevant to security or service provision

Information provided through our website

Our website includes a contact facility that may allow you to submit:

- Your name
- Email address
- A message or enquiry
- Files or attachments you choose to send to us

Please do not send sensitive personal data or information that is not necessary for your enquiry through the website contact form.

Information accessed during IT support

When providing IT support, including remote support, we may come into contact with personal data stored on or accessible through your devices or systems.

We will only access information reasonably necessary to provide the requested Services or to diagnose and resolve a technical issue.

3. How We Use Your Personal Data

We may use your personal data for the following purposes:

- Responding to enquiries and requests for support
- Providing IT support and technical services
- Arranging and managing appointments
- Providing remote and on-site support
- Managing Tekhelp Essentials, Tekhelp Plus and Tekhelp Complete memberships
- Processing payments and managing invoices
- Communicating with you about your services or Membership
- Diagnosing and resolving technical issues
- Managing customer relationships
- Maintaining business and financial records
- Improving our services
- Maintaining the security of our systems and website
- Detecting, preventing and investigating fraud, misuse or security incidents
- Complying with legal and regulatory obligations
- Establishing, exercising or defending legal claims

We will not use your personal data for purposes that are incompatible with the purpose for which it was collected without providing appropriate information or obtaining consent where required.

4. Our Lawful Bases for Processing

We process personal data using one or more of the following lawful bases under the UK GDPR:

Contract

We may process your personal data where it is necessary to enter into or perform a contract with you.

For example, this may include providing IT support, managing your Membership or arranging an appointment.

Legitimate interests

We may process personal data where it is necessary for our legitimate interests or the legitimate interests of a third party, provided that your rights and interests do not override those interests.

Our legitimate interests may include:

- operating and managing Tek Help;
- providing and improving our services;
- managing customer relationships;
- maintaining IT and information security; and
- protecting our business against fraud or misuse.

Legal obligation

We may process personal data where necessary to comply with a legal or regulatory obligation.

Consent

Where required, we may rely on your consent to process personal data.

Where we rely on consent, you may withdraw your consent at any time. Withdrawal of consent does not affect the lawfulness of processing carried out before consent was withdrawn.

5. Remote Support and Access to Customer Systems

Remote IT support may require Tek Help to access your computer, device or system using remote access software or another technical tool.

Before providing remote support, we will generally require your authorisation or permission to access the relevant system.

During remote support:

- access is provided for the purpose of delivering the requested support;
- we will only access information reasonably necessary for the Services;
- we may technically be able to view information displayed on your device;
- we will not intentionally access unrelated personal files or information; and
- remote access will be ended or withdrawn when the support session has finished, where the relevant software or system allows.

You should not provide Tek Help with access to systems or data that you are not authorised to make available.

6. Data We Process on Behalf of Business Customers

Some Business Customers may ask Tek Help to provide IT support involving personal data belonging to their employees, customers or other individuals.

In these circumstances, the Business Customer may be the **data controller** and Tek Help may act as a **data processor**.

Where this applies:

- we will process personal data only in accordance with the Business Customer's documented instructions, subject to applicable law;
- we will take appropriate steps to protect personal data;
- we will only use personal data for the agreed service purposes;
- we will assist the Business Customer where reasonably required in relation to data protection obligations; and
- we will comply with applicable data protection requirements relating to processors.

Where appropriate, additional data processing terms may be agreed with the Business Customer.

7. Sharing Personal Data

We may share personal data where reasonably necessary for the purposes described in this policy.

This may include sharing information with:

- IT and software service providers;
- remote support and technical service providers;
- website, hosting and email providers;
- payment and banking providers;
- professional advisers, such as accountants or legal advisers;
- insurers;
- law enforcement or regulatory bodies where legally required; and
- other service providers acting on our behalf.

We require service providers to handle personal data appropriately and securely.

We do not sell your personal data.

8. International Data Transfers

Some service providers we use may process personal data outside the United Kingdom.

Where personal data is transferred outside the UK, we will take appropriate steps to ensure that the transfer is made in accordance with applicable data protection law.

This may include using an adequacy decision or appropriate safeguards where required.

9. How Long We Keep Personal Data

We will retain personal data only for as long as reasonably necessary for the purposes for which it was collected.

The length of time we keep data will depend on factors including:

- the nature of the data;
- why we collected it;
- our relationship with you;
- legal, accounting or regulatory requirements; and
- whether we need the information to establish, exercise or defend legal claims.

As a general guide:

- **Customer and service records** may be retained for the duration of our relationship with you and for a reasonable period afterwards.
- **Financial and accounting records** will be retained for the period required by applicable legal and accounting requirements.
- **Enquiry information** will generally be retained for as long as reasonably necessary to deal with the enquiry and any related follow-up.
- **Technical and security logs** may be retained for as long as reasonably necessary for security, operational or legal purposes.

When personal data is no longer required, we will securely delete it or anonymise it where appropriate.

10. Data Security

We take reasonable and appropriate technical and organisational measures to protect personal data against:

- unauthorised access;
- accidental loss;
- destruction;
- misuse;
- alteration; or
- unauthorised disclosure.

The specific security measures used will depend on the nature and sensitivity of the data and the systems involved.

No method of transmission or storage is completely secure. However, we take reasonable steps to protect the personal data we hold.

11. Data Breaches

If we become aware of a personal data breach, we will assess the incident and take appropriate action in accordance with applicable data protection law.

Where legally required, we will notify the Information Commissioner's Office and/or affected individuals.

12. Your Data Protection Rights

Depending on the circumstances, you may have the following rights under data protection law:

Right of access

You may ask for a copy of the personal data we hold about you.

Right to rectification

You may ask us to correct inaccurate or incomplete personal data.

Right to erasure

You may ask us to delete your personal data in certain circumstances.

Right to restrict processing

You may ask us to restrict the processing of your personal data in certain circumstances.

Right to data portability

In certain circumstances, you may ask us to provide personal data you have given us in a structured, commonly used and machine-readable format.

Right to object

You may object to certain processing, including processing based on legitimate interests.

Rights relating to automated decision-making

You may have rights in relation to certain automated decision-making and profiling.

Tek Help does not currently intend to make decisions about you based solely on automated processing that produce legal or similarly significant effects.

13. How to Exercise Your Rights

To exercise any of your data protection rights, please contact us at:

Josh@tekhelp.co.uk

You may also contact us by telephone on **07506 137197**.

We may need to ask for information to verify your identity before responding to a request.

We will normally respond to a valid request within the time period required by applicable data protection law.

14. Complaints

If you have a concern about how Tek Help has handled your personal data, please contact us first using the details above.

We will consider your concern and try to resolve it fairly and promptly.

You also have the right to complain to the **Information Commissioner's Office (ICO)** if you believe that your personal data has been handled unlawfully.

The ICO's contact details are available at:

<https://ico.org.uk/make-a-complaint/>

15. Cookies and Website Usage

Our website may use cookies and similar technologies.

Cookies may be used to support website functionality, understand website usage and improve the website experience.

Where required, we will seek your consent before using non-essential cookies.

Further information about cookies and how they are used is provided in our **Cookie Policy**.

16. Children's Data

Our services are not specifically directed at children.

We do not knowingly collect personal data from children for marketing purposes.

If you believe that a child has provided personal data to us without appropriate consent, please contact us.

17. Changes to This Policy

We may update this Privacy & Data Protection Policy from time to time.

The latest version will be published on our website.

We recommend that you review this policy periodically to stay informed about how we process personal data.

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