



TechTelligent Solutions Ltd

SMARTER IT FOR SMARTER BUSINESSES

Data Protection Policy for Techtelligent Solutions

Introduction

At Techtelligent Solutions Ltd, we are committed to protecting and respecting your privacy. As an IT services and consulting business, we understand the importance of maintaining the confidentiality, integrity, and availability of the data we process. This Data Protection Policy outlines how we collect, use, store, and protect personal and business data to ensure compliance with applicable data protection laws, including the General Data Protection Regulation (GDPR) and other relevant regulations.

1. Purpose of Data Processing

We collect and process personal and business data to deliver high-quality IT services and consulting solutions to our clients. This includes but is not limited to:

- Providing IT support and troubleshooting services
- Consulting on IT infrastructure, cloud solutions, and software development
- Managing and maintaining client systems
- Communicating with clients regarding updates, service improvements, and issues

2. Data Collection

We may collect the following types of data:

- Personal Data: Information such as names, job titles, email addresses, phone numbers, and other identifying details provided by our clients and contacts.
- Business Data: Client data related to the IT systems, software, services, and technologies we manage or support, including network configurations, system logs, and any data related to the performance of IT services.

3. Legal Basis for Processing Data

We process personal data based on the following legal grounds:

- Contractual Necessity: To fulfil the terms of contracts or agreements with our clients.
- Legitimate Interests: To ensure the security of our systems, provide better services, and improve our business operations.
- Consent: Where consent is required, we will request explicit permission before processing personal data.

with the highest level of care, security, and compliance. By implementing this policy, we aim to build trust with our clients and ensure that data protection is central to our service and consulting practices.



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4. Data Security

We implement appropriate technical and organizational measures to ensure the security of the personal and business data we handle. This includes:

- Encryption of sensitive data during transmission and storage
- Regular security audits and vulnerability assessments
- User authentication and access controls to prevent unauthorized access
- Data backups to prevent loss of critical information
- Employee training on data protection principles and security best practices

5. Data Retention

We will retain personal and business data only for as long as necessary to fulfil the purposes for which it was collected or as required by law. Data will be securely deleted or anonymized when it is no longer needed for business purposes or when the data retention period expires.

6. Data Sharing We do not share personal or business data with third parties unless necessary for the provision of our services, or where we are required to do so by law. Any third parties we work with will be bound by confidentiality agreements and required to comply with data protection standards.

7. Data Subject Rights

As part of our commitment to data protection, we ensure that individuals have the following rights with respect to their personal data:

- Right to Access: You have the right to request a copy of the personal data we hold about you.
- Right to Rectification: If your personal data is incorrect or incomplete, you have the right to request corrections.
- Right to Erasure: You can request the deletion of your personal data under certain circumstances.
- Right to Restrict Processing: You have the right to request that we limit the processing of your personal data.
- Right to Object: You have the right to object to certain types of data processing, such as for direct marketing purposes.
- Right to Data Portability: You have the right to receive your personal data in a structured, commonly used format for transfer to another provider.

If you wish to exercise any of these rights, please contact us.



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8. Data Breaches

In the event of a data breach, we will take immediate steps to investigate the issue and mitigate any potential harm. We will notify affected individuals and the relevant data protection authorities within 72 hours, as required by law, if the breach poses a risk to the rights and freedoms of individuals.

9. International Transfers If we transfer personal data outside of the European Economic Area (EEA), we will ensure that the transfer is carried out in compliance with applicable data protection laws, including implementing adequate safeguards such as Standard Contractual Clauses (SCCs) or other legally recognized mechanisms.

10. Accountability and Responsibility

TechTelligent Solutions Ltd is responsible for ensuring compliance with this Data Protection Policy. All employees and contractors who handle personal or business data are required to adhere to this policy and follow the procedures outlined to protect data privacy and security.

11. Policy Review and Updates

This Data Protection Policy will be reviewed regularly to ensure it remains compliant with current data protection laws and best practices. Any updates will be communicated to our clients, and the revised policy will be available on our website.

Contact Information

If you have any questions about our Data Protection Policy or wish to exercise your data protection rights, please contact us at:

- Email: Peter@TechTelligentsolutions.com
- Phone: 07905283788

Conclusion

At TechTelligent Solutions Ltd we are committed to handling your personal and business data with the highest level of care, security, and compliance. By implementing this policy, we aim to build trust with our clients and ensure that data protection is central to our service and consulting practices.