

Our Privacy Policy

WHY DO WE HOLD PERSONAL DATA?

Like any business, Augustus Martin Ltd has to keep personal data about staff, clients and potential customers. When you fill in the contact form on our website, for example, we need to keep a record so we can get back to you. Data is also held so we can deliver our services and so we can provide useful information, such as security update news.

WHAT DATA DO WE KEEP?

Depending on our relationship with you, we will hold information such as your first and last names, your email address, your phone number and your postal address. We will also possibly have details about your business and those who work for you. If you're a customer, then we may have some of your banking detail so we are able to accept payments for the services we provide.

HOW IS YOUR DATA STORED?

As a responsible IT company, Augustus Martin Ltd, stores personal data on secured computer systems. Anything that is archived will be placed on encrypted drives.

We do use third-party customer management software, Jira provided by Atlassian, which means data may be stored on their servers, but only the data we need to deliver our services. The same goes for the Microsoft services we use, such as Word, Excel and PowerPoint, which store information on Microsoft's cloud servers. We also use Mailchimp for marketing purposes: to send emails and to manage subscriber lists.

These third parties are not permitted to share your data or to use it for marketing purposes. Click on the below for more information:

CLICK HERE	Atlassian's privacy policy
CLICK HERE	Microsoft's privacy policy for Office 365
CLICK HERE	Mailchimp's policy

HOW LONG DO WE KEEP YOUR DATA?

We will keep your data in our systems until it is no longer relevant to our business, but you can request that we remove or update it at any time. We will also inform any relevant third parties of your request.

ACCESS TO YOUR INFORMATION

The key thing to remember is that your data belongs to you. That means you can request copies of your personal data any time you like, or to access and update it. You also have the right to be forgotten, so if you ask that we delete your data, we will do so or provide a valid reason why we are unable to. We will, of course, require proof of your identity before addressing any such request.

Depending on your request, your information may be provided to you electronically. In such cases, it will be provided in a commonly used format.

UNSUBSCRIBING AND DELETION

Unsubscribing is not the same as a request for us to delete personal data. If, for example, you unsubscribe from a mailing list, it is necessary to keep your email address on record to prevent marketing email from being sent to you. If we were to delete that information, we would have no way to tell if you have unsubscribed. Nevertheless, you still have the right to request erasure of your personal data.

YOUR RIGHT TO COMPLAIN

If, for any reason, you are unhappy with the way your personal data is treated by us, you have the right to complain to a supervisory authority. In the UK, that would be the Information Commissioner's Office (ICO).

WEBSITE ANALYTICS

Anyone who visits our website will automatically have data about them collected via Google Analytics. This gives us broad information about what people are doing on our website and which pages they are looking at. It does not provide us with personal information that could be used to identify individuals.

COOKIES

Cookies are small text files that web browsers receive from websites. They are stored on your computer, and they enable sites to do things like remember if you have visited before, if you are a customer, what your preferences are and so on. You are entitled to view our website without them, but you may lose this kind of functionality if you do so.

INTERNATIONAL DATA TRANSFERS

Information that we collect may be stored and processed in and transferred between any of the countries in which we operate in order to enable us to use the information in accordance with this privacy policy.

DATA CONTROLLERS AND PROCESSORS

Augustus Martin Ltd is the controller for marketing activity and personal data/special category data we hold on our own employees, but we are the processor when processing our customers' personal data (e.g. buying a licence for a named individual). We may use sub-processors for processing data given to us by customers.

What we will never do is sell your data. And if you sign up to our mailing list, you will only receive marketing material from Augustus Martin Ltd as a result – no one else.

For any questions regarding your data, contact us at ammarketing@augustusmartin.co.uk