

Privacy Policy

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1. How we use your Information

This privacy notice tells you what to expect when we collect personal information.

2. Visitors to our website

When someone visits www.essingtonits.co.uk we use a third-party service, Google Analytics, to collect standard internet log information and details of visitor behavior patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website. If we do want to collect personally identifiable information through our website, we will be up front about this. We will make it clear when we collect personal information and will explain what we intend to do with it.

3. Use of cookies

You can read more about how we use cookies on our Cookies page.

4. Search engine

Our website search and decision notice search is powered locally by our website. Search queries and results are logged anonymously to help us improve our website and search functionality. No user specific data is collected by us or any third party.

5. Security and performance

We use a third-party service in the form of open-source plugins to help maintain the security and performance of our website. To deliver this service it processes the IP addresses of visitors to our website. This information is not shared outside of the company unless a complaint about illegal or inappropriate behavior is detected such as brute force attack.

6. WordPress

We use standard WordPress code to collect anonymous information about users' activity on the site, for example the number of users viewing pages on the site, to monitor and report on the effectiveness of the site and help us improve it.

We do not allow anyone to have a user account on the website apart from employees or associates of Essington Information Technology Services Ltd.

7. People who contact us via social media

If you send us a private or direct message via social media the message will be stored by for three months. It will not be shared with any other organisations.

8. People who call our helpline

- When you call our helpline, we do not collect Calling Line Identification (CLI) information.
- We only use the information to conduct business services that customers have paid for.
- We use this information to help improve its efficiency and effectiveness.

9. People who email us

We use Transport Layer Security (TLS) to encrypt and protect email traffic in line with government advice. If your email service does not support TLS, you should be aware that any emails we send or receive may not be protected in transit.

We will also monitor any emails sent to us, including file attachments, for viruses or malicious software.

Please be aware that you have a responsibility to ensure that any email you send is within the bounds of the law.

10. People who use ICO services

We only offer services to businesses and other identifiable organisations under UK law.

We do not deal with the public.

We must hold the details of those who have requested our services to provide the purchased service.

We only use these details to provide the service the organisation has requested and for other closely related purposes.

11. People who register (notify) under the Data Protection Act 1998

When businesses fill in our contact forms, they are asked to provide the contact details of a relevant member of staff. We will use this for its own purposes to allow us to conduct a normal business process.

12. How to contact us

By e-mail at sales@essingtonits.co.uk or via the contact form on our website or by writing to our registered address.

13. Disclosure of personal information

In most circumstances we will not disclose personal data without consent. However, if we are required to do so by appropriate legal UK organisations such as the UK Police, or HM Government, we will pass on the information requested, we are not obliged to inform you under these circumstances.

14. Agreements we have with other organisations for sharing information

There are circumstances when we can pass on personal data without consent for example, to prevent and detect crime and to produce anonymised statistics;

We only share information regarding individuals with partners and associates of EITS to allow us to expedite normal business processes.

15. The personal information we are likely to hold

In most circumstances, we only hold information about people's telephone numbers, their job title and organisation they work for. We do not hold personal address, phone numbers e-mail or postal addresses.

Learn more about us at
www.EssingtonITS.co.uk