



Your Personal Data & Acronyms

Acronyms have recently started providing your employer with IT support services. As a result of this agreement, you may have to contact Acronyms in the future to request technical assistance.

In such instances Acronyms will need to process some of your personal data. In this document we explain what data we will require, why we will require it and how we will look after it.

If you have any concerns, please speak with your employer in the first instance. If you'd prefer to speak with Acronyms directly, you can contact our Data Protection Officer at dpo@acronyms-it.co.uk.

What personal data will Acronyms require?

We may require your full name, your telephone number and your email address. We would strongly recommend using your business telephone number and email address in all circumstances.

Under what circumstances would you require this data and why?

If you experience technical difficulties with your IT and contact Acronyms for help, we will need to create a support ticket. This is an electronic means of us logging your issue so that we can help you with it. Each support ticket needs to be assigned to an individual. We require your contact info to provide said support, to offer updates on progress and to request further information if necessary.

Do you have a lawful basis for processing my data?

Yes. Under GDPR legislation we can lawfully process your data on the grounds of a contractual agreement. We have a contract with your employer to provide them with a service (IT support) which can only be administered with access to your data.

What will you do with my data?

We will only ever use your data to offer you technical assistance, or to provide you with a service (such as email or anti-virus software) at either your request or that of your employer. You will not receive any marketing material, nor will your information be sold or given to any third party.

Can I request that you delete my data?

If you want your data deleted, you can ask our Data Protection Officer to exercise your Right to be Forgotten by emailing them at dpo@acronyms-it.co.uk. This won't guarantee that your data is deleted in the first instance, as certain instances dictate that your data is kept and not deleted. However, in every instance we will work with



both yourself and your employer to ensure that the amount of data we hold on you is limited or deleted where possible.

How do we protect your data?

Your data is stored in our ticketing system called BMS. Only Acronyms employees have access to BMS and they can only access it via approved Acronyms computers. We also use two-factor authentication to verify those that login to the system are Acronyms employees.

Can I see what data of mine you have?

Of course! To request a record of what we hold on you, please contact our Data Protection Officer at dpo@acronyms-it.co.uk.