



Website Privacy Policy – 2nd May 2018

This privacy policy tells you about the information we collect from you when you use our website. In collecting this information, we are acting as a data controller and, by law, we are required to provide you with information about us, about why and how we use your data, and about the rights you have over your data.

Who are we?

We are Microcomputer Workshops Limited (MWL Systems). Our address is The E Business Centre, Davy Way, Llay, Wrexham, LL12 0PG. You can contact us by post at the above address, by email at info@mwlsystems.co.uk or by telephone on +44 (0)1978 858300

We are not required to have a data protection officer, so any enquiries about our use of your personal data should be addressed to the contact details above.

How we use your information

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When you use our website

When you use our website to browse our products and services and view the information we make available, a number of cookies are used by us and by third parties to allow the website to function, to collect useful information about visitors and to help to make your user experience better.

Some of the cookies we use are strictly necessary for our website to function, and we don't ask for your consent to place these on your computer. These cookies are shown below.

Local Cookies:

Session – Contains information about your general geographic location (used to remember users time zone, for example). These are known as session cookies and are deleted when user leaves the site.

Google Analytics Tracking - Google analytics identify unique users across GA sessions through client ID. The client ID is stored in Google Analytics cookie. The GA cookie is set, when a person visit your website for the first time. Google analytics send the client ID with each hit in order to associate hits with a user.

Google Analytics Tracking - This cookie does not store any user information, it's just used to limit the number of requests that have to be made to doubleclick.net.

Third-party Cookies:

Zendesk Chat cookie - We use cookies on the websites to understand visitor and user preferences, improve their experience, and track and analyse usage, navigational and other statistical information (<https://www.zendesk.co.uk/company/customers-partners/cookie-policy/>).

For more information about our use of cookies, please see our [cookie policy](#).

When you submit an enquiry via our website

When you submit an enquiry to us, we ask you for your name, your email address, telephone number and a brief description of your enquiry.

Your information is stored in our Customer Relationship Management (CRM) system and is not sent outside of the European Economic Area (EEA).

We will read your message and normally respond to you either via telephone or via email. We may ask for your consent to retain your information in our CRM system in order to send you further information that we think may be of interest to you.

We will not use the information to make any automated decisions that might affect you

We keep enquiry emails for two years, after which they are securely archived and kept for seven years, when we delete them. CRM records are kept for three years after the last contact with you.

Your rights as a data subject

By law, you can ask us what information we hold about you, and you can ask us to correct it if it is inaccurate. If we have asked for your consent to process your personal data, you may withdraw that consent at any time.

If we are processing your personal data for reasons of consent or to fulfil a contract, you can ask us to give you a copy of the information in a machine-readable format so that you can transfer it to another provider.

If we are processing your personal data for reasons of consent or legitimate interest, you can request that your data be erased.

You have the right to ask us to stop using your information for a period of time if you believe we are not doing so lawfully.

Finally, in some circumstances you can ask us not to reach decisions affecting you using automated processing or profiling.

To submit a request regarding your personal data by email, post or telephone, please use the contact information provided above in the [Who Are We](#) section of this policy.

Your right to complain

If you have a complaint about our use of your information, we would prefer you to contact us directly in the first instance so that we can address your complaint. However, you can also contact the Information Commissioner's Office via their website at www.ico.org.uk/concerns or write to them at:

Information Commissioner's Office
Wycliffe House, Water Lane
Wilmslow
Cheshire
SK9 5AF

Updates to this privacy policy

We regularly review and, if appropriate, update this privacy policy from time to time, and as our services and use of personal data evolves. If we want to make use of your personal data in a way that we haven't previously identified, we will contact you to provide information about this and, if necessary, to ask for your consent. We will update the version number and date of this document each time it is changed.