

## Privacy Policy

### *Introduction*

pckwikfix is sensitive to the confidentiality of your information and believes the protection of your privacy to be one of pckwikfix's significant responsibilities.

This Privacy Policy describes how and when we collect, use, and share your information across our websites, software system, SMS, email notifications, applications, product & service delivery, and that link to this Policy (collectively, the "Services"). For example, you send us information when you use our Services on the web. When using any of our Services you consent to the collection, transfer, storage, disclosure, and use of your information as described in this Privacy Policy. This includes any information you choose to provide that is deemed sensitive under applicable law.

When this policy mentions "we" or "us," it refers to the controller of your information under this policy. Your information is controlled by pckwikfix limited, 81 Lumloch Drive, Bishopbriggs, Glasgow, G64 1GT.

Irrespective of which country you live in, you authorise us to transfer, store and use your information in the United Kingdom, and any other country where we operate. In some of these countries, the privacy and data protection laws and rules regarding when government authorities may access data may vary from those in the country where you live.

Our services, both back office and front of house services may be hosted or provided from Data Centres throughout the world. Specific information on locations used is provided within our Data Security and Retention Policy documents.

If you have any questions or comments about this Privacy Policy, please submit a to [privacy@\[pckwikfix.com\]](mailto:privacy@[pckwikfix.com])

### *Information Collection and Use*

*Basic Account Information:* If you choose to use pckwikfix to provide any products or services, you must provide us with some personal information, such as your name, email address, or phone number. In some circumstances if you are using some of our hosted services such as our hosted database products, this will mean we will be acting as the 'Data Processor' on behalf of the 'Data Controller' that is you, the hosted customer. Which will mean we have access to the information you store with us. This information is secure and is only accessed in a customer service role during an authorised and consented session with you or for service maintenance.

*Contact Information:* You may provide us with your contact information, such as your email address or phone number, to allow us to keep you updated the status of services we provide and, in some cases, to use as emergency contact information in a urgent or high priority situation. If you provide us with your phone number, you agree to receive text messages or phone calls to that number from us. We may use your contact information to send you information about our Services, to market to you, to help prevent spam, fraud, or abuse, and to help others find your account, including through third-party services and client applications. You may also unsubscribe from a notification by contacting us at any time.

*Cookies:* Like many websites, we use cookies and similar technologies to collect additional website usage data and to improve our Services. A cookie is a small data file that is transferred to your computer or mobile device. We may use both session cookies and persistent cookies to better understand how you interact with our Services, to monitor aggregate usage by our users and web traffic routing on our Services, and to customize and improve our Services. Although most web browsers automatically accept cookies, some browsers' settings can be modified to decline cookies or alert you when a website is attempting to place a cookie on your computer.

### *Information Sharing and Disclosure*

We do not disclose your private personal information except in the limited circumstances described here.

*User Consent or Direction:* We may share or disclose your information at your direction, such as when you authorize a third-party web client or application to access your account or when you direct us to share your feedback with a business.

*Service Providers:* We engage service providers to perform functions and provide services to us in the United States, Ireland, and other countries. For example, we use a variety of third-party services to help provide our Services, such as broadband, VoIP and hosting and to help us understand and improve the use of our Services, such as Google Analytics. We may share your private personal information with such service providers subject to obligations consistent with this Privacy Policy and any other appropriate confidentiality and security measures, and on the condition that the third parties use your private personal data only on our behalf and pursuant to our instructions.

We share your payment information, including your credit or debit card number, card expiration date, CVV code, and billing address with payment services providers to process payments; prevent, detect and investigate fraud or other prohibited activities; facilitate dispute resolution such as chargebacks or refunds; and for other purposes associated with the acceptance of credit or debit cards.

*Law and Harm:* Notwithstanding anything to the contrary in this Privacy Policy, we may preserve or disclose your information if we believe that it is reasonably necessary to comply with a law, regulation, legal process, or governmental request; to protect the safety of any person; to address fraud, security or technical issues; or to protect our or our users' rights or property. However, nothing in this Privacy Policy is intended to limit any legal defenses or objections that you may have to a third party's, including a government's, request to disclose your information.

### *Changes to this Policy*

We may revise this Privacy Policy from time to time. The most current version of the policy will govern our use of your information and will always be at <https://www.pckwikfix.com/privacy-policy>

If we make a change to this policy that, in our sole discretion, is material, we will notify you via email to the email address associated with your account. By continuing to access or use the Services after those changes become effective, you agree to be bound by the revised Privacy Policy.

Thoughts or questions about this Privacy Policy? Please, let us know by contacting us via [privacy@\[pckwikfix.com\]](mailto:privacy@[pckwikfix.com]) or writing to us at:

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We believe you should always know what data we collect from you and how we use it, and that you should have meaningful control over both. We want to empower you to make the best decisions about the information that you share with us. That's the basic purpose of this Privacy Policy.

## **The information you share with us**

We require certain information to provide our product and services to you. When you choose to share the information below with us, pckwikfix does not acquire any more initial information about you other than is required by law or is otherwise necessary to provide a high level of service efficiently and securely.

### *Basic Account Information*

As a customer of pckwikfix, you must provide us with some personal data so that we can provide our services to you. For example, your first and last name, your email address and/or phone number.

### *Contact Information*

We use your contact information, such as your email address or phone number, to authenticate your account and keep it - and our services - secure, and to help prevent spam, fraud, and abuse. We also use contact information to customise our services, enable certain account features. for example, for login verification or SMS), and to send you information about our services. If you provide us with your phone number, you agree to receive text messages from our service alert notification platform or from staff & approved third party contractors in aid of providing and servicing our products & services.

If you email us, we will keep the content of your message, your email address, and your contact information to respond to your request.

*Personal Information:* The Site may require visitors (general visitors to the Site) and customers (visitors with passwords that allow them to go to the password-restricted areas of the Site) to provide contact information (for example, name and e-mail address), unique identifiers (for example, employee ID number for customers), demographic information (for example, postcode or zip code and age) and financial information (for example account or credit card numbers for purchases).

pckwikfix uses your contact information to create access to products and services on the Site. Your contact information is also used to contact you when necessary. Financial information that is collected

is used to check your qualifications and bill either you or your company for products and services, as applicable. Demographic and profile data is also collected at our site. pckwikfix uses this data to tailor your experience to the Site.

### *Payment Information*

You may provide us with payment information, including your credit or debit card number, card expiration date, CVV code, and billing address, in order to purchase or renew your products and services with us.

### **Additional Information we Receive about you & Information we share and/or disclose**

#### *Cookies*

When you use our Websites or Service(s), we may store some information on your computer. This information will be in the form of a “cookie” or similar file. Cookies are small pieces of information stored on your hard drive, not on the pckwikfix website(s). We do not use cookies to spy on you or otherwise invade your privacy. We use cookies to help you navigate the Websites and Services as easily as possible and to remember information about your current session. These are the Session Cookies and they are removed from your system when you close the web browser or turn off the computer. You must enable cookies on your web browser to use some of the Services. We use cookies to store content information and preferences.

Some cookies are essential for the basic functionalities offered by the Services. These class of cookies helps in keeping a user logged in to the Services and remember relevant information when they return to the Services. These cookies are essential for the basic functionalities offered by the Services. These class of cookies helps in keeping a user logged in to the Services and remember relevant information when they return to the Services. Some cookie is used for tracking the user activities within the Services, which in turn helps us in improving your user experience. Some cookies are used for providing you with customised and interest-based ads based on your browsing behaviour and other similar activities on our Websites.

#### *Analytics*

pckwikfix uses third-party software for analytics. All metrics information collected from your usage of the Services shall be transmitted to analytics provider. This information is then used to evaluate how

users use the websites, and to compile statistical reports on activity for us. We further use the same statistical analytics tool to track or to collect your Personally Identifiable Information (PII). We will use this information to maintain, enhance, or add to the functionality of the Services and to personalise the experience for you. Anonymised and aggregated information and analysis may be made public where desired by us. Third party analytics software will not share your PII or associate your PII with any other data held by them. We use Google Analytics (Third Party).

## **How we use your information**

### *pckwikfix Employees and Privacy*

pckwikfix trains all employees about the importance of privacy. pckwikfix gives access to your information only to those employees who require it to perform their jobs.

### *Access by Our Employees*

Pckwikfix engineers and customer service agents have access to transaction information in order to respond to your questions. pckwikfix limits that access to the minimum information required in order to provide prompt, high-quality service. For example, these pckwikfix employees do not generally have access to complete credit card numbers.

Due to the nature of the activities carried out by pckwikfix, it is possible that we come across or require sensitive information such as passwords. Unless required for the activities in question and with your consent, these are not noted, used or stored. In occasions where this is required, passwords are located within a secure PAMS (Privileged Access Management System) operated by pckwikfix.

Full audit trail capabilities are utilised within this PAMS system to track employee activity with sensitive information. Multi-level access within PAMS such as user permissions is restricted to high level directors and senior engineers.

### *Privacy and pckwikfix partners*

When pckwikfix makes our products, technology or services available to business partners, pckwikfix will not share with them any more information than is necessary to perform the transaction you have requested. pckwikfix will make every reasonable effort to assure, by contract or otherwise, that these

third parties use our information, technology and services in a manner that is consistent with this Privacy Policy.

### *Provision of Information to Others*

To perform the pckwikfix services, we must, of course, pass information about transactions to payment card processors and banks. From time to time pckwikfix may also provide third parties with aggregate information that is not linked to you or any other any particular individual. pckwikfix does not provide to any third party your name and e-mail address, or the names and e-mail addresses of other customers.

### *Corporate Data*

Protecting the privacy of a customer's personal information is a top priority; however, pckwikfix takes the protection of each customer's corporate data and confidentiality to be one of our most significant responsibilities. pckwikfix uses diligent efforts to ensure each customer's data integrity is limited to the company for which that customer works or has the authorisation to access by using a company-specific password, and that such company's data is not violated or accessed by unauthorised persons.

### *Information/Data Centre Security*

pckwikfix stores transaction information on secure computers located in a multiple secure and locked data centres. Where possible, pckwikfix encrypts information stored on pckwikfix computers as a further measure of protection. pckwikfix uses high industry standards in the acquisition and deployment of firewalls and other security technology to prevent pckwikfix computers from being accessed by unauthorised persons. pckwikfix makes access to confidentially sensitive information subject to rigorous procedural and technological controls, consistent with legal requirements and the demands of customer service.

### *Systems we use to Process Personal Data*

We use several systems to process data, including:

- Servers, storage, networks and connections
- CCTV and access control systems
- Customer relationship management systems (CRM)

- Communications systems
- Remote access systems
- Email and instant messaging systems
- Helpdesk system and support related tools
- Intranet and Internet systems
- Telephone, voicemail, mobile phone records
- Cloud based storage systems and services

### *Reasons to Process Personal Data*

- Compliance with legal, regulatory and corporate governance obligations and good practice
- Ensuring business policies are adhered to.
- Ensuring the confidentiality of commercially sensitive information.
- Statistical analysis.
- Preventing unauthorised access and modifications to systems.
- Processing customer or third-party data.
- Analysing purchasing preferences and improving services Telephone, voicemail, mobile phone records
- Providing customer services
- Operational reasons, such as recording transactions, training and quality control
- Ensuring safe working practices, monitoring and managing staff access to systems and facilities
- Recording human resource information, such as staff administration and assessments, monitoring staff conduct and disciplinary matters
- Checking references.

### *Information we share and disclose*

It is pckwikfix policy to never provide your information to third parties without your express permission, or if such disclosure is necessary to process transactions, or provide services which you have requested. The only exception to this policy is if pckwikfix is compelled to do so by an appropriately empowered governmental authority.

### *Law, Harm, and the Public Interest*



Notwithstanding anything to the contrary in this Privacy Policy, we may preserve or disclose your information if we believe that it is reasonably necessary to comply with a law, regulation, legal process, or governmental request; to protect the safety of any person; to address fraud, security or technical issues; or to protect our or our users' rights or property. However, nothing in this Privacy Policy is intended to limit any legal defences or objections that you may have to a third party's, including a government's, request to disclose your information.

### *Service Providers*

We engage service providers to perform functions and provide services to us in the United States, Ireland, and other countries. For example, we use a variety of third-party services to help provide our Services, such as broadband, VoIP and hosting and to help us understand and improve the use of our Services, such as Google Analytics. We may share your private personal information with such service providers subject to obligations consistent with this Privacy Policy and any other appropriate confidentiality and security measures, and on the condition that the third parties use your private personal data only on our behalf and pursuant to our instructions.

We share your payment information, including your credit or debit card number, card expiration date, CVV code, and billing address with payment services providers to process payments; prevent, detect and investigate fraud or other prohibited activities; facilitate dispute resolution such as chargebacks or refunds; and for other purposes associated with the acceptance of credit or debit cards.

## Managing your Personal Information with us

### Accessing or Rectifying Your Personal Data

#### *Deletion*

The Data Retention period for Personal data is covered within our Data Protection and Retention policies. If you wish to cancel your account, please contact us, and the cancellation process will commence.

#### *Object, Restrict, or Withdraw Consent*

If you are a customer of pckwikfix and would like to Object, Restrict, or withdraw consent regarding your personal information, please contact [privacy@\[pckwikfix.com\]](mailto:privacy@[pckwikfix.com]) regarding your query.

#### *Additional Information or Assistance*

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