

Privacy Policy

Last updated: April 16, 2025

1. Who We Are

HeyIT is a managed IT service provider supporting SMEs, charities, and professional services across the UK and internationally. We are committed to protecting your privacy and ensuring that your personal data is handled responsibly.

HeyIT Ltd

Registered office: 33 Roseburn Terrace, Edinburgh, EH1 2 5NQ

Company number: SC691192

Contact: info@heyit.co

Data Controller: HeyIT Ltd

2. What This Policy Covers

This policy outlines how we collect, use, store, and protect your personal data when:

- You engage with us as a client, supplier, or partner
 - You use our services or interact with our website (heyit.co)
 - We process data on behalf of your organisation
-

3. What Personal Data We Collect

Depending on the service, we may collect and process the following:

- **Identity & Contact Information:** Name, job title, phone number, email address, business address
 - **IT Usage Data:** Device identifiers, login activity, IP addresses
 - **Technical Data:** Device performance logs, system usage, remote session logs
 - **Marketing Preferences:** Subscription status for newsletters and events
 - **Sensitive Data:** In some cases, we may process special category data (e.g., health data for NHS clients), strictly in line with GDPR rules and only where necessary.
-

4. How We Collect Data

We collect data via:

- Contact forms on our website
- Direct business communication (email, phone, meetings)

- Our helpdesk and remote monitoring systems
 - User registration on Office 365, Jamf, Intune, or other platforms
 - Newsletter subscriptions (via HubSpot)
 - Cookies and tracking tools on our website
-

5. Legal Basis for Processing

We only process your data when there is a valid legal reason to do so:

- **Contractual necessity** – to fulfil our services
 - **Consent** – for newsletters and optional marketing
 - **Legitimate interest** – for operational efficiency, troubleshooting, and improvement
 - **Legal obligation** – for compliance with laws and regulations
-

6. How We Use Your Information

We use your data to:

- Deliver IT support, managed services, and device management
 - Manage service requests and communicate updates
 - Monitor and secure your systems using tools like Intune and Jamf
 - Provide access to Office 365 and other licensed platforms
 - Process billing and financial transactions
 - Send relevant newsletters and event updates via HubSpot
 - Improve our website and client experience using Google Analytics
-

7. Sharing Your Data

We never sell your personal data. We may share it with:

- Service providers such as Microsoft (Office 365), Jamf, Intune, HubSpot, and AnyDesk
- Our staff and contractors under strict confidentiality agreements
- Legal or regulatory bodies if required by law
- Our cloud and backup providers (under secure agreements)

All third-party processors are GDPR-compliant and act under our instructions.

8. International Data Transfers

We may transfer data outside the UK or EEA, especially when using tools like Microsoft 365, HubSpot, or Jamf. In these cases, we ensure adequate safeguards are in place, such as:

- Standard Contractual Clauses (SCCs)
- Data processing agreements
- Hosting within GDPR-compliant regions where possible

9. Data Retention

We retain client data for **8 years** after the end of a service contract, unless:

- You request deletion (subject to legal requirements)
- We are required to retain it longer for legal or audit purposes

10. Cookies and Website Tracking

Our website uses cookies and Google Analytics to:

- Understand website usage and improve performance
- Track marketing campaigns
- Enable newsletter subscriptions via HubSpot

You can manage your cookie preferences via our website banner or browser settings.

11. Your Rights

Under UK GDPR, you have the right to:

- Access the personal data we hold on you
- Correct inaccurate or incomplete data
- Request deletion of your data
- Object to or restrict certain processing
- Withdraw consent at any time (for marketing)
- Lodge a complaint with the **ICO** at www.ico.org.uk

To exercise these rights, contact us at info@heyit.co.

12. Security

We take security seriously. Your data is stored securely using:

- Encryption
- Secure cloud platforms
- Two-factor authentication
- Access control and audit logs
- Regular staff training and security reviews

13. Changes to This Policy

We may update this policy from time to time. The latest version will always be available on our website.

14. Contact Us

If you have questions about this Privacy Policy or how we process your data, please contact:

Data Protection Officer

HeyIT Ltd

33 Roseburn Terrace, Edinburgh, EH12 5NQ

hello@heyit.co