



# Huis Technologies Privacy Policy

Date: 10<sup>th</sup> October 2020

Review date: 31<sup>st</sup> October 2024

## **Our contact details:**

Name of Data Controller: Alexandra Gray

Address: Huis Technologies, 42 Cheslea Rd, Southsea, Hampshire, UK, PO5 1NJ

E-mail: support@huistechnologies.com

## **The type of personal information we collect and store:**

We currently collect the following information:

- Personal identifiers, contacts and characteristics (for example, name, address, telephone and email and contact details for system users/clients).

## **The type of personal information we process on behalf of our users/clients but do not collect:**

- Personal identifiers, contacts and characteristics (for example, name, address, date of birth, telephone and email and contact details)
- Academic progress information relating to our user'/clients' own service users (including attendance, behaviour and school reports)
- Sensitive personal information about our users'/clients' own service users (for example, safeguarding information, medical information, information about referrals to other services etc)
- Copies of files including personal documents containing personally identifiable information such as names, addresses and dates of birth.

## **How we collect personal information and why we have it:**

Most of the personal information we collect is provided to us directly by you for one of the following reasons:

- You are a client of Huis Technologies
- You are seeking to commission our services

We also receive personal information indirectly, from the following sources in the following scenarios:



- You are an employee of a client of Huis Technologies and are using one of our cloud-based systems
- You are a nominated person asked by one of our clients to provide us with your information so that you can access their system

We use the information that you have given us in order to:

- help you and/or your employer to see who has accessed the systems upon which they rely
- ensure that you have access to the system(s) you/ your employer are using
- make contact with you if there has been a system fault
- make contact with you for the purposes of training and support

We may share this information with:

- Your organisation
- Other organisations where appropriate (for example if we are asked to assist in an investigation by policing or criminal justice agencies)

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for collecting this information are:

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting our Data Controller, Alexandra Gray, via [alex@huistechnologies.com](mailto:alex@huistechnologies.com).

(b) We have a contractual obligation.

## **How we process personal information and why we have it:**

The personal information we process is provided to us indirectly by our users/clients, who collect it and require access to it for the purposes of their work. Usually, the bases upon which our clients collect the information is that they have a legal and/or contractual obligation or to perform a public task.

Our clients are required to operate under the processes set out in their own GDPR Policy or Privacy Policy which will outline the basis upon which they will collect, store and process personal information using our systems. This requirement is set out in the terms of our clients' Service Level Agreement (SLA) with us.

We may process your information if:

- You are a current or previous service-user involved with an organisation who uses one of our systems (your/your child's school for example)
- You are a family member or personal relation of a service-user involved with an organisation who uses one of our systems
- You are an external agency working with a service-user involved with an organisation who uses one of our systems



We do not share personal information provided to our users/clients. We process and store this information on their behalf.

We will not share personal information on our clients' service-users for any reason unless we are legally required to do so.

We will use anonymised data for the purposes of research into and development of our systems. This data will not contain any personal information or anything that might make it personally identifiable.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent.

You are able to remove your consent at any time. You can do this by contacting our Data Controller, Alexandra Gray, via [alex@huistechnologies.com](mailto:alex@huistechnologies.com).

(b) We have a contractual obligation.

## **How we store your personal information:**

Your information is securely stored.

We keep personal information on users/clients (such as contact details) for the period of time during which the user/client is actively using our system and for no more than 3 years after this.

When a user ceases to work for an employer who is one of our clients, the user's login (containing name and email information) will be deleted immediately.

When a client gives us notice of their intention to terminate use of our system, we provide their data (including all personal information) as a digital download within 30 days of the notice. At this point we destroy all personal data that has been collected and stored from our system. Responsibility for ensuring the data remains secure passes to the client at this point. This is covered under our clients' own GDPR processes and policies.

If you are a service-user who has been involved with one of our clients, your data is collected and stored by our client and not by us. You will need to direct any request for this information to our client in the first instance.

Our client is responsible for ensuring that personal information is destroyed after it is no longer needed for the purpose for which it was collected.

## **Your data protection rights as a user or client of Huis Technologies:**

Under data protection law, you have rights including:

1. Your right of access - You have the right to ask us for copies of your personal information.
2. Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
3. Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances (for example you have stopped working for one of our clients and wish your name and email to be removed from our database.
4. Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.
5. Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.
6. Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at [alex@huistechnologies.com](mailto:alex@huistechnologies.com) if you wish to make a request.

## **Your data protection rights as a service-user of a client of Huis Technologies:**

Under data protection law, you have rights including:

1. Your right of access - You have the right to ask our client for copies of your personal information.
2. Your right to rectification - You have the right to ask our client to rectify personal information you think is inaccurate. You also have the right to ask them to complete information you think is incomplete.
3. Your right to erasure - You have the right to ask our client to erase your personal information in certain circumstances.
4. Your right to restriction of processing - You have the right to ask our client to restrict the processing of your personal information in certain circumstances.
5. Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances. This will depend on whether the processing of your data by our client is covered under lawful bases.



6. Your right to data portability - You have the right to ask that our client transfer the personal information you gave them to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, our client has one month to respond to you. You will need to contact our client directly to make the request.

### **How to complain:**

If you have any concerns about our use of your personal information, you can make a complaint to us at [alex@huistechnologies.com](mailto:alex@huistechnologies.com) or:

Huis Technologies Ltd  
42 Chelsea Rd  
Southsea  
Hampshire  
PO5 1NJ

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

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

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>