



My Solutionz Ltd

Privacy Policy

Purpose of this privacy notice

My Solutionz Ltd respects your privacy and is committed to protecting your personal information. This privacy notice explains how we use your personal data, how we store it and protect it.

This privacy notice aims to give you information on how we collect and process your personal data through your use of this website, including any data you may provide through this website or contact form, emailing, sign up to our newsletter, purchase a service or take part in a competition.

This website is intended for use of ages 16 years and over.

Please read this policy so that you are fully aware of how and why we are using your personal data.

1. The data we collect about you

We collect, use, store and transfer different kinds of personal data about you as follows:

- **Identity Data** includes [first name, maiden name, last name, username or similar identifier, marital status, title, date of birth and gender].
- **Contact Data** includes [billing address, delivery address, email address and telephone numbers].
- **Technical Data** includes [internet protocol (IP) address, your login data, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform and other technology on the devices you use to access this website].
- **Usage Data** includes information about how you use our website, products and services.
- **Marketing and Communications Data** includes your preferences in receiving marketing from us and our third parties and your communication preferences.

The above data will be used to process your enquiry and offer the best possible service to you. If we need to provide a certain service to you on your instruction, we may pass your details to our partners who also comply with strict privacy regulations. My Solutionz Ltd follows the GDPR regulations and complies with protecting your personal data.

2. Purposes for which we will use your personal data

We may process your personal data for more than one lawful ground depending on the specific purpose for which we are using your data. Your data is used to process your request – either by fulfilling a service or providing you with a product you have requested.

We will only use your personal data when needed. We do not sell or exchange any personal data. We will use your personal data in the following circumstances:

- Where we need to deliver a service requested

- Where it is necessary for your interests and your fundamental rights are not affected.
- Where we need to comply with a legal or regulatory obligation.

We demand that all third parties protect the confidentiality of your personal information and handle it legally. We only give our third-party service providers permission to treat your personal data for the purposes that we specify and in line with our instructions; we do not allow them to use it for their own purposes.

3.Cookies

We employ cookies to make your visit easier and more enjoyable, as well as to deliver and enhance our services. You have the option to configure your browser to notify you when a website sets or accesses cookies, or to reject all or some browser cookies. Please be aware that certain sections of our website may not work properly or become inaccessible if you reject or disable cookies.

4. Changes to this privacy notice

This privacy policy may change without notice and may not be updated later online. Every effort will be made to inform you verbally or electronically if this is the case.

5. Your duty to inform us of changes.

Please keep us informed if your personal data changes during your relationship with us. My Solutionz Ltd cannot be held responsible for any loss if personal details, such as contact details etc are incorrect and communication cannot be sustained. It is your duty to advise us urgently of changes to your personal details.

6. Third-party links

Links to plug-ins, apps and websites owned by third parties may be found on this website. It's possible for third parties to gather or share information about you if

you click on those links or enable those connections. These third-party websites are not under our jurisdiction, and we have no control over their privacy policies. We advise you to read the privacy policies for every website you visit before leaving ours.

7. Marketing

We strive to provide you with choices regarding certain services therefore may contact you about marketing and advertising.

Your identity, contact, technical, usage, and profile data may be used by us to create an opinion on what we believe you might need or want or might be of interest to you. We use this to determine which goods, services, and deals would be appropriate for you. You have the right to withdraw consent to marketing at any time by contacting us.

8. Third-party marketing

Occasionally third parties may wish to advertise/collaborate with us. Before we disclose your personal information for marketing purposes with any company outside of My Solutionz Ltd we will obtain your explicit approval. You can ask us or third parties to stop sending you marketing messages at any time by following the opt-out option.

Please note that we may process your personal data without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.

9. International data transfer

My Solutionz Ltd will transfer your personal data outside the European Economic Area (**EEA**) for fulfilling your requested service depending on the country you are applying services from. All privacy regulations are adhered to in

this instance.

10. Data Security

We have implemented the necessary security measures to guard against the unintentional loss, alteration, disclosure, or unauthorised use or access to your personal information. Furthermore, we restrict such workers, representatives, contractors, and other outside parties' access to your personal information. They are obligated to maintain the confidentiality of your personal information, and they will only process it on our orders.

We will notify you and any relevant regulator of a breach as required by law, and we have protocols in place to handle any suspected breach involving personal data.

11. Data retention

Your personal information will only be kept by us for as long as required to accomplish the goals for which it was obtained, including meeting any legal, accounting, or reporting obligations.

The quantity, nature, and sensitivity of the personal data, the possibility of harm from its unauthorized use or disclosure, the reasons we process your personal data and whether we can accomplish those purposes in another way, and the relevant legal requirements are all taken into account when determining the proper retention period for that data.

As a standard, we are required by law to maintain personal data for at least 6 years.

12. Change of Ownership

We might occasionally grow or shrink our company, which would entail selling it or giving up control of all or a portion of it. In the event that any portion of our business is being transferred, any personal information you have given will be transferred with it. The newly controlling party or owner will then be able to use the information for the same purposes only, as allowed by this privacy policy, and will no longer be able to use it for any other purposes.

13. Your legal rights

You have rights under data protection laws in relation to your personal data. You may access your personal data, correct it, remove it, restrict it, transfer and object to it. If you wish to exercise any of these rights, please contact us.

14. Data fee

To access your personal data or to use any of the other rights, there will be no cost. However, if your request is obviously excessive, recurrent, or unwarranted, we may charge a reasonable price. Alternatively, under some situations, we might decline to fulfil your request. What we may need from you

To verify your identity and protect your right to access your personal data (or to exercise any other rights), we might need to ask for certain information from you. This is a security precaution to make sure that no one who isn't supposed to receive it receives personal information. In order to expedite this, we might possibly get in touch with you to obtain more details about your request.

15. Data timeframe

All valid inquiries are attempted to be answered within a month. If your request is really complex or you have made multiple requests, it may occasionally take us

more than a month to complete. If this happens, we'll let you know and provide you with updates.

16. Contact us

To contact us about your personal data or if you have a concern including making a complaint, please email at: info@mysolutionz.co.uk

17. Acceptance of this policy

By using our services and website, it will be deemed that you accept this privacy policy. We recommend that you check this page regularly to stay up-to-date.

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