



Privacy Statement - 2022

Introduction

Here at Westwood Technical we take your privacy seriously and will only use your personal information to provide the products and services you have requested from us. If you have consented, we may also use your information to send you details of software and other technical updates. We will take all reasonable steps to ensure that your personal information is held securely and that it cannot be accessed by those unauthorized to do so.

We encourage you to read this policy carefully and to contact us if you have any questions or concerns about our privacy practices.

Who Are We?

We are a company based in the United Kingdom specializing in technical projects and software development for companies and individuals. We also process software purchases over the internet.

What Personal Information Do We Hold?

We hold names and email addresses for those to whom we provide products and services and for those who request information from us. We may also hold home address and phone number(s) especially for a client who is an individual rather than a company.

We hold the name and email address of those for whom we process software purchase payments. Occasionally we may need to hold the country of residence if this is required for tax purposes.

How Will We Use Your Personal Information?

Your personal information will be used to:

1. Provide you with products, services and subsequent support as requested by or agreed with you.
2. To satisfy our legal obligations, especially in relation to tax records.
3. To answer queries or provide information about software updates when requested by you.

Do We Share Your Information with Third Parties?

If we process your payment to purchase software provided by a third party, we will pass your details and transaction details to the software provider so they can provide registration details and support to you. If you use PayPal to make such a payment you may wish to see the PayPal website for details of its privacy policy. If you agree, we may share your information in order to process a financial transaction such as a refund.

In other cases we do not share your information with third parties unless you agree or we are under obligation to do so.



How Long Will We Keep Your Personal Information?

If you are a client we usually keep your details indefinitely as this allows us to provide ongoing support as needed. If you request information but do not become a client, we will delete your personal information after 12 months.

What Are My Rights?

You can request us to delete any personal information we hold about you. Unless we are obligated to retain your details, such as for legal reasons, we will promptly comply with your request, usually within 7 days. We will delete your personal details from our live data records. We will also take steps to ensure that, in the unlikely event of restoring older backed up data, your personal data will not be restored to our live system. Please note that after deleting your data we will no longer be able to provide support or registration details for products or services you have purchased.

You can also request us to correct any personal information we hold about you. We will promptly comply with your request, usually within 7 days.

Contact Details

T: 01484 851113

E: sales@westwoodtec.com

Westwood Technical Limited
The Foundry House
48 Mill Moor Road
Meltham
Holmfirth
HD9 5JY

Andy Ridge
Operations Director