



Shire Systems

Easy to use, affordable maintenance software

Data Protection Policy

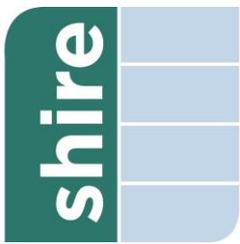
Shire Systems Ltd. needs to use and store certain information about its employees, associates and customers for the purposes of core business and to comply with legal obligations.

The Data Protection Act 1998 (DPA) and The EU General Data Protection Regulation (GDPR) requires the Shire Systems Ltd to collect and use data fairly, to store it safely and not to disclose it to any other person or body unlawfully. The Data Protection Principles state that personal data shall:

- be obtained and processed fairly and lawfully and shall not be processed unless certain conditions are met;
- be obtained for a specified and lawful purpose and shall not be processed in any manner incompatible with that purpose;
- be adequate, relevant and not excessive for those purposes;
- be accurate and kept up to date;
- not be kept for longer than is necessary for that purpose;
- be processed in accordance with the data subject's rights;
- be kept safe from unauthorised access, accidental loss or destruction;
- not be transferred to a country outside the European Economic Area, unless that country has equivalent levels of protection for personal data and
- be deleted, accessed, updated at the individual's request

Shire Systems Limited and all employees or others who process or use any personal information must ensure that they follow these principles at all times. In order to ensure that this happens, Shire Systems Ltd has developed this Data Protection Policy. Those responsible for processing data must take account of this Policy.

The DPA and GDPR distinguishes between "ordinary personal data" such as name, address and telephone number and "sensitive personal data" including information relating to racial or ethnic origin, political opinions, religious beliefs, trade union membership, health, personal relationships or criminal convictions. Under the Act the processing of such data is subject to much stricter conditions. Shire Systems Ltd is required to obtain explicit consent from the individual in order to process "sensitive personal data".



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Use and Disclosure of Personal Information

We may use and disclose Personal Information only for the following purposes:

- To promote use of our products to you and others
- To send you informational and promotional content in accordance with your preferences.
- To bill and collect money owed to us
- To provide customer support
- To enforce compliance with our terms and applicable law
- To protect the rights and safety of our customers and third parties, as well as our own.
- To meet legal requirements and to provide information to representatives and advisors
- For HR and payroll purposes.

Information we collect:

Information you voluntarily provide to us: When you purchase a product or service, consult with our customer service team, send us an email, become an employee or communicate with us in any way, you are voluntarily giving us information that we collect. That information may include either your name, physical address, email address, phone number, credit card information, as well as details including occupation, location, and other demographic information. By giving us this information, you consent to this information being collected, used, disclosed, and stored by us.

Information we collect automatically: When you browse our website, we may collect information about your visit and your web browsing. This may include your IP address, operating system, browser ID, your browsing activity, and other information about how you interacted with our websites or other websites. We may collect this information as a part of a log file as well as through the use of cookies or other tracking technologies.

Information from your use of products: We may receive information about how and when you use our products and store it in files associated with your account, and link it to other information we collect about you. This information may include, for example, your IP address, time, date, browser, and actions you have taken within the application. This type of information helps us to improve our products for both you and for all of our users.

Cookies and tracking: We and our partners may use various technologies to collect and store information when you browse our website and this may include using cookies and similar tracking technologies to analyse trends, administer the website, track users' movements around the website, serve targeted advertisements, and gather demographic information about our user base as a whole. Users can control the use of cookies at the individual browser level.

Information from other sources: From time to time we may obtain information about you from third party sources, such as public databases, social media platforms, third party data providers and our joint marketing partners. We take steps to ensure that such third parties are legally permitted or required to disclose such information to us.

This policy should be read in conjunction with The Shire Systems Security Policy and The Shire Systems Limited Privacy Statement. Both of these are available from the Shire Systems website.

Updated 8th May 2018