



D L Solutions Privacy Policy 2023

In this privacy policy references to "we", "us" and "our" are to D L Solutions.

This Privacy Policy sets out the basis on which D L Solutions collects, uses and discloses your personal data collected via our Services which are comprised of Consultant Support Visits & Support Desk

What information do we collect?

D L Solutions do not collect or store any personal information that you do not provide freely. D L Solutions collects personal data only where a school has chosen to enquire about or use our service, and the school has provided informed and unambiguous consent for us to do so.

The following information may be collected by D L Solutions directly from our users:

1. School and Staff contact information: If administrators, teachers or school staff request information or contact us for our Services, we request information necessary to contact the school. This information may include (but is not limited to) the staff member's name, email address, phone number. We may also ask for the school's name, school address, billing address, number of devices, number of students and network configuration in order to provide our services.
2. Staff contact with D L Solutions: We may retain information (such as emails and message content) from staff interaction with us via our Support Desk or via email. We do this in order to provide effective customer service and support.

How do we use the information we collect?

D L Solutions will use personal data to provide our Services. We will only collect personal data necessary for the purpose of performing our contracts and providing Services. However, to access services contents or tools, users will in some cases, need to provide certain personal details. D L Solutions guarantees that such data will be treated confidentially and in accordance with legislation governing the protection of personal data. D L Solutions will never sell your data and will only ever pass on your contact details if necessary to provide support from 3rd Party Companies.

When do we disclose the information, we collect?

We use other companies who provide us with services to support our business. When we employ another company to perform business-related functions, we provide them with the data needed to effectively carry out the activity which in some cases may include personal data (such as staff name, email address and school address).

Marketing Messages

D L Solutions do not contact schools with any marketing intentions. We may, however, contact you via email, telephone or post to provide up to date information about important news or urgent announcements. If you do not wish to receive these communications, you can withdraw consent at any time by emailing support@dlsolutions.net.

Protecting your information

D L Solutions have implemented various safeguards to ensure the security and privacy of your personal data. All customer data is stored on a central Microsoft system that requires passwords and is encrypted. In the event of a data breach, D L Solutions will launch an investigation and comply with the Information Commissioner's Office's reporting procedure.

Retaining your Information

We retain your personal information as long as it is relevant and necessary for us to provide our Services. We may also retain information from previous customers in order to comply with current government regulation, resolve disputes, troubleshoot problems and assist past customers with Product or Service enquiries. After it is no longer necessary for us to retain your personal information, we will dispose of it in its entirety in a secure manner.

D L Solutions Helpdesk System

Our Helpdesk system is encrypted, and all tickets are logged via email, or directly, to FreshDesk Online Database. More information about FreshDesk Security can be found using the following link:

<https://support.freshdesk.com/en/support/solutions/articles/196893-data-storage-and-data-security-in-freshdesk->

All Access Logs are stored in the FreshDesk database and all logs are encrypted. Business Calls are not recorded unless a message is left on our answerphone system. We may liaise with third party Software or Support suppliers depending on your contract to resolve issues. For example if your ticket refers to an issue with SIMS we may need to contact your MIS Support provider.

Your Rights

D L Solutions guarantees the User the right to access, rectify, eliminate and object to the processing of personal data by notifying D L Solutions via email at support@dlsolutions.net, or by writing to D L Solutions, 2 Bulls Lodge Farm Cottages, Generals Lane, Boreham, Essex CM3 3HN

Reviews and changes to our Policies

We regularly review and, where necessary, update our privacy information. If we plan to use personal data for a new purpose, we update our privacy information.