



Privacy Policy

At the Linten Technologies, we ensure your privacy rights are protected.

That is why we've put together this privacy policy, as a way of explaining just what we do with the personal information.

Please be aware that on occasion we may decide to update our privacy policy, we recommend checking this from time to time.

If you have any queries regarding this policy, and our practises, please contact us:

Phone: 0161 503 5050

Email: info@linten.co.uk

Address: 30-32 Thomas St, Manchester M4 1ER

Who are we?

Linten Technologies is a MSP offering a range of IT Support Services including cyber security, connectivity, hosted phones and cloud solutions. We Make IT Simple.

Why do we collect your data?

In order for us to understand the needs of our customers and website users, and also develop our services, we need to know certain details. This helps us develop our customer service, website experience and IT Support Services.

By having this information, we are able to send information we think may be of interest to you via email or other marketing channels if you have opted to do so. In rare cases, we may bring to your attention offers and services from other providers that may benefit your business. When doing so, none of your personal information is shared with that organisation.

We will never sell your personal information to any third party.

GDPR

We are committed to the principles inherent in the GDPR and particularly to the concepts of privacy by design, the right to be forgotten, consent and a risk-based approach. In addition, we aim to ensure:

- Transparency with regard to the use of data.



- That any processing is lawful, fair, transparent and necessary for a specific purpose.
- That data is accurate, kept up to date and removed when no longer necessary.
- That data is kept safely and securely.

How is your information used?

Depending on the information and the purpose to why it was collected, it will use to offer customers IT support help, discuss business services, improve website development and support marketing efforts. We do not misuse data, and will only use personal information for direct marketing efforts such as newsletters if we have permission.

Website

What information do we collect?

To support our marketing efforts and website development, we collect browsing information on your IP address. This shows what pages have been accessed on the website and when.

Google Analytics

Our website uses Google Analytics which uses cookies. These are text files placed on your computer, to help the website analyse how visitors use the site.

The information generated by the cookie about your use of the website (including your IP address) will be transmitted to and stored by Google on servers in the United States.

Google will use this information for the purpose of evaluating your use of the website, compiling reports on website activity to be looked at by Linten Technologies, and providing other services relating to website activity and internet usage.

Google may also transfer this information to third parties where required to do so by law, or where such third parties process the information on Google's behalf. Google will not associate your IP address with any other data held by Google.

Tawk.to

We use Tawk.to to speak to website users directly when they have an enquiry. Conversations are not stored in Linten Technologies databases. If personal information like emails are provided during the conversation to assist staff to help with an enquiry, this will be stored on our databases.



For more information about Tawk.to and their privacy policy, please visit:

<https://www.tawk.to/legal/>

Hotjar

Hotjar provides information about website activity by recording on scrolling activity and heatmaps. It does not provide Linten with any personal information. Any user that enters personal information in one of our website contact forms can rest assured that this data is encrypted and no one from Linten Technologies can view it.

For more information about HotJar and their privacy policy, please visit:

<https://www.hotjar.com/legal/policies/privacy/>

Contact Forms

By filling in one our website contact forms, you are giving staff at Linten Technologies permission to contact you via the information you have provided to help with your enquiry.

We use the latest online security measures so we can assure you that your data is kept safe on our data base once you have made contact with us.

Links to other websites

Our website may contain links to websites run by other organisations. This privacy policy applies only to our website, so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our website.

In addition, if you linked to our website from a third-party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third party site and recommend that you check the policy of that third party site.

Newsletter

Mailchimp

We use Mailchimp to send email newsletters to our customers and prospects who have opted into this service. This means if you have contacted Linten Technologies via the website or via email, we will give you the option to opt in to receiving these newsletter updates.



Name, company, address and email addresses are stored on Mailchimp's servers on the USA. It specialises in holding large amounts of data and has comprehensive systems to ensure that subscriber details are kept secure.

You can opt out of receiving emails at any time via contacting Linten Technologies or using the unsubscribe button with a Mailchimp email we have you.

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For more information, please refer to their privacy policy which can be found here <https://mailchimp.com/legal/privacy/>.

Linten Technologies have the latest online security measures in place to keep your data safe also.

How to access your information

You have a right to access your information at any time. Please contact Linten Technologies to request your information that we have stored. To ensure that we can provide an accurate account, please allow 3 work days for the request to be fulfilled.

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If you are unhappy with how we are using your information and are unable to resolve the issue with us, you can raise the matter with the Information Commissioner's Office by calling 0303 123 1113 or visiting ico.org.uk/concerns.