
As a Data Controller

- * What information is being collected?
Sufficient information required to identify the individual/company for the production of an Invoice and update the client on work progress.
An onsite log of activities undertaken by request of the client.
Also, any other information required to actually complete the commissioned work. This may include passwords. Any logs of passwords are destroyed on completion of the work unless specifically requested by the client to be stored by i-c-why consulting ltd in an encrypted file.
Where Data Recovery is part of the work, files recovered will be stored for 6 months or deleted earlier on request of the client. No other backups of recovered data are created.
Where i-c-why consulting ltd is being used as IT Manager/Controller of the client's systems, any security information is stored in encrypted files and folders.

- * Who is collecting it?
The i-c-why representative involved in the commissioned work only.

- * How is it collected?
Directly from the client and logged on:
 - The job sheet (Paper) used to create invoices
 - The work book (Paper) used to log onsite activities
 - Invoicing System (Database)Data is not collected using: Observation, Derivation or Inference of systems, processes and other data.

- * Why is it being collected?
Only what is necessary to complete the commissioned work and create an Invoice.

- * How will it be used?
To complete the commissioned work and create an Invoice.
The data is not used for any other purpose including marketing of additional services.
If the client has consented, data will be retained to allow:
 - Additional future client work to be carried out efficiently
 - Ongoing management of IT services as requested by the clientBackups are taken as proof of work done and kept for 7 years.

- * Who will it be shared with?
The data collected is not shared with anyone not involved in the commissioned work or the management of the invoices. As a Limited Company, the accountants 'The Westbury Partnership LLP' have access to all invoices created by 'i-c-why consulting ltd'.

- * What will be the effect of this on the individuals concerned?
There should be no effect on the individuals concerned.

- * Is the intended use likely to cause individuals to object or complain?
As the only use of the data is related to the completion of the commissioned work, no objections are expected.

As a Data Processor

- * What information is being processed?
Data for conversion is supplied by the client (the Controller) and may or may not contain personal information.
- * Who is processing it?
The i-c-why representative involved in the commissioned work only.
- * How is it processed?
The data is converted from one format to another by request of the client.
- * How will it be used?
The data is not used by i-c-why consulting ltd. It is converted to the new format and returned to the client.
Data is stored in a cloud account / FTP Site managed by the client/controller.
Backups are taken as proof of work done and kept for 7 years unless the client/controller requests them to be removed.
- * Who will it be shared with?
The data is owned by the client and cannot be used or shared by i-c-why consulting ltd.
- * What will be the effect of this on the individuals concerned?
There should be no effect on the individuals concerned.
- * Is the intended use likely to cause individuals to object or complain?
As the only the format of the data is related to the completion of the commissioned work, no objections are expected.

Objections and Complaints

- * Email: info@i-c-why.com
- * Write: i-c-why consulting ltd, 14 Hemnall St, Epping, Essex. CM16 4LW
- * Procedure
 - Your issue will be responded to within 72 hours
 - All actions will be completed within 21 days of agreement