

Privacy Statement.

Your privacy is important, please read the following statement to ensure that you understand what data collected by this site and our programs and the uses to which this is then used.

The site uses cookies, these are small text files that may be stored on your PC, they are used to help the site 'remember' some of the choices that you make - they are not malicious and generally only have a short period of existence.

With the exception of the details of the orders that you have placed and e-mail contact details, no other financial or personal data is held – if you have a credit account with us, all of the back-office functionality is conducted by our accounts team on equipment within our office and is neither published to nor held on any website or cloud facility.

GDPR

- a. Microhelp Ltd shall only process the Client Personal Data in accordance with the documented instructions of the Client, including transfers of the Client Personal Data outside the European Economic Area, unless required to do so by EU Law to which Microhelp Ltd is subject, in which event Microhelp Ltd shall inform the Client of such legal requirement unless prohibited from doing so by EU Law on important grounds of public interest.
- b. Microhelp Ltd shall immediately inform the Client if, in Microhelp Ltd's opinion, an instruction given by the Client to Microhelp Ltd infringes the Data Privacy Laws.
- c. Microhelp Ltd shall ensure that any persons authorised by it to process the Client Personal Data are subject to an obligation of confidentiality.
- d. Microhelp Ltd shall implement appropriate technical and organisational measures to ensure that the Client Personal Data is subject to a level of security appropriate to the risks arising from its processing by Microhelp Ltd or its sub-processors, taking into account the factors and measures stated in Article 32 of the GDPR.
- e. Microhelp Ltd shall notify the Client without undue delay after becoming aware of a Personal Data Breach.
- f. Taking into account the nature of the processing, Microhelp Ltd shall assist the Client by appropriate technical and organisational measures, insofar as this is possible, for the fulfilment of the Client's obligation to respond to requests for exercising a Data Subject's rights under the GDPR.
- g. Taking into account the nature of the processing and the information available to Microhelp Ltd, Microhelp Ltd shall assist the Client with regard to the Client's compliance with its obligations under the following Articles of the GDPR:(i) Article 32 (Security of Processing);(ii)Articles 33 and 34 (Notification and communication of a personal data breach);(iii)Article 35 (Data protection impact assessment); and (iv) Article 36 (Prior consultation by the Client with the supervisory authority)

- h. Upon termination of Services that required the processing of the Client Personal Data (in whole or in part) Microhelp Ltd shall, at the election of the Client, deliver up or destroy such the Client Personal Data which is in the possession of, or under the control of, Microhelp Ltd unless EU Law requires Microhelp Ltd to store such the Client Personal Data.
- i. Microhelp Ltd shall, at the request of the Client, provide the Client with all information necessary to demonstrate a party's compliance with its obligations and shall allow for and contribute to audits and inspections conducted by or on behalf of the Client