

# Privacy Policy

## Who are we

There are two main operating companies in the ERP Group Ltd, these are Drive Computer Services Ltd (reg no 35137580) and D&H Computer Services Ltd (reg no 3760702). These companies sell and support computer software (the software is sometimes also known under the brand names “BLISS” and “MARPACS”). These companies are the data controllers of the data which we collect from you, and as such we control the ways your personal data are collected and the purposes for which your personal data are used. This privacy statement applies to both companies.

## Personal data we may collect about you

Depending on how you use our website, we might collect the following kinds of information about you:

Your name and contact details (email address, name, telephone number, address)	When you register an email with us.
The communication we have with you (emails, letters, telephone calls, messages to our online ticketing system)	When you get in touch with us
Information about what you use on our website	When you use our programs When you update your details

## How we use your personal data

We can only use your personal data if we have a proper reason for doing so. According to the law, we can only use your data for one or more of these reasons:

- To fulfill a contract we have with you
- If we have a legal duty to use your data for a particular reason
- When you consent to it
- When it is in our legitimate interests.

Legitimate interests are our business reasons for using your data, but even so, we will not unfairly put our legitimate interests above what is best for you.

In the table below, we have set out the different ways in which we use your personal data and the reasons we rely on for using that data.

If we rely on our legitimate interests for using your personal data, we will explain that to you.

What we use your personal data for	Legal grounds for using it	Our legitimate interests
<ul style="list-style-type: none"> <li>To provide services to you</li> </ul>	<ul style="list-style-type: none"> <li>Fulfilling contracts</li> <li>Our legitimate interests</li> <li>With your consent</li> </ul>	<ul style="list-style-type: none"> <li>Being efficient about how we fulfill our contracts, provide our services and fulfill our legal duties</li> </ul>
<ul style="list-style-type: none"> <li>To communicate with you and manage our relationship with you</li> <li>To personalize and improve your customer experience</li> </ul>	<ul style="list-style-type: none"> <li>Fulfilling contracts</li> <li>Our legitimate interests</li> <li>With your consent</li> </ul>	<ul style="list-style-type: none"> <li>Keeping our records up to date, working out which of our products and services may interest you</li> <li>Developing products and services and what we charge for them</li> <li>Being efficient about how we fulfill our contracts, provide our services and fulfill our legal duties</li> </ul>
<ul style="list-style-type: none"> <li>To run our business in an efficient and proper way</li> <li>To fulfill our administrative purposes including accounting, billing, and audit</li> <li>To improve our services</li> <li>To protect our business interests</li> </ul>	<ul style="list-style-type: none"> <li>Fulfilling contracts</li> <li>Our legitimate interests</li> <li>Our legal duty</li> </ul>	<ul style="list-style-type: none"> <li>Being efficient about how we fulfill our contracts, provide our services and fulfill our legal duties</li> <li>Identifying ways to improve the way we deliver services to our customers</li> </ul>
<ul style="list-style-type: none"> <li>To develop and manage our brand, products, and services</li> <li>To test new products and services</li> </ul>	<ul style="list-style-type: none"> <li>Fulfilling contracts</li> <li>Our legitimate interests</li> <li>Our legal duty</li> </ul>	<ul style="list-style-type: none"> <li>Being efficient about how we fulfill our contracts, provide our services and fulfill our legal duties</li> <li>Identifying ways to improve the way we deliver products and services to our customers</li> </ul>

## How we use your data to personalise the service we offer you

We may use the data we collect about you from our website to try to understand more about you and your preferences so that we can personalize the service we offer to you. We use information collected from the cookies. Cookies are small pieces of information stored on your device by the web browser of your device. These store the following data: username, first name, email address. We use cookies placed on your devices to collect data about your use of our websites. We use the information from these to identify you when you access our website.

## How long we keep your data

We keep your data only for as long as we need it. How long we need data depends on what we are using it for, whether that is to provide services to you, for our own legitimate interests (described above) or so that we can comply with the law.

We will actively review the information we hold and when there is no longer a customer, legal or business need for us to hold it, we will either delete it securely or in some cases anonymise it.

## How we protect your data

We protect your personal data against unauthorised access, unlawful use, accidental loss, corruption or destruction.

We use technical measures such as encryption and password protection to protect your data and the systems they are held in. We also use operational measures to protect the data, for example by limiting the number of people who have access to the databases in which your information is held.

We keep these security measures under review and refer to industry security standards to keep up to date with current best practice.

## Your rights

You are entitled to see copies of all personal data held by us and to amend, correct or delete such data.

You can object to our use of your data where we rely on our legitimate interests to do so. We explained the legitimate interests we rely on the table above under the heading '**How we use your personal data**'.

To raise any objections or to exercise any of your rights, you can send an email to us at [support@drivecomputing.co.uk](mailto:support@drivecomputing.co.uk).

When you get in touch, we will come back to you as soon as possible and where possible within one month. If your request is more complicated, it may take a little longer to come back to you, but we will come back to you within two months of your request.

## Complaints

If you have any complaints concerning our processing of your personal data, please email us at [support@drivecomputing.co.uk](mailto:support@drivecomputing.co.uk)

Please note that you have the right to lodge a complaint with the supervisory authority which is responsible for the protection of personal data in the country where you live or work, or in which you think a breach of data protection laws might have taken place.

## Contact us

You can send an email to us at [support@drivecomputing.co.uk](mailto:support@drivecomputing.co.uk)