



Unigold 2000 Limited – UK GDPR Privacy Notice

Updated: February 2026

1. Background

Unigold 2000 Limited understands that your privacy is important to you and that you care about how your personal data is used. We respect and value the privacy of all of our customers and will only collect and use personal data in ways that are described here, and in a way that is consistent with our obligations and your rights under the law. This Privacy Notice explains how we process personal data in compliance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

2. Information About Us

Unigold 2000 Limited

Limited company registered in England and Wales under company number 03225642.

Registered address: 256 High Street, Guildford, Surrey, GU1 3JG.

Main trading address: 256 High Street, Guildford, Surrey, GU1 3JG.

VAT number: GB 689 1160 09.

Data Protection Officer: Matthew Gaskin.

Email address: mgaskin@unigold.co.uk

Telephone number: 07855 845 598

Postal Address: 256 High Street, Guildford, Surrey, GU1 3JG.

We are registered with the Information Commissioner's Office (ICO), registration number Z2857312.

3. What Does This Notice Cover?

This Privacy Information explains how we use your personal data: how it is collected, how it is held, and how it is processed. It also explains your rights under the law relating to your personal data.

4. What is Personal Data?

Personal data is any information relating to an identifiable person who can be directly or indirectly identified, in particular by reference to an identifier. Personal data covers obvious information such as your name and contact details, but it also covers less obvious information such as identification numbers, electronic location data, and other online identifiers.

5. What Are My Rights?

- The right to be informed about our collection and use of your personal data.
- The right to access the personal data we hold about you.
- The right to have your personal data rectified if any data held by us is inaccurate or incomplete.
- The right to be forgotten – to ask us to delete or otherwise dispose of any of your personal data that we hold.
- The right to restrict (i.e. prevent) the processing of your personal data.
- The right to object to us using your personal data for a particular purpose.
- The right to data portability – to obtain and reuse your personal data across different services.
- Rights relating to automated decision-making and profiling.

For more information about our use of your personal data or exercising your rights as outlined above, please contact us using the details provided in Part 11. If you have any cause for complaint about our use of your personal data, you also have the right to lodge a complaint with the Information Commissioner's Office (ICO).

6. What Personal Data Do You Collect?

We may collect some or all of the following personal data (this may vary according to your relationship with us):

- Name
- Date of birth
- Gender
- Address
- Email address
- Telephone number
- Business name
- Job title
- Profession
- Payment information
- Information about your preferences and interests

Your personal data is obtained from the following parties: iAssist Helpdesk system; Your Employer; SimpleHelp Remote Software; Network Detective; Direct Email/Contact; Electronic Communication.

7. How Do You Use My Personal Data?

Under the UK GDPR, we must always have a lawful basis for using personal data. Your personal data will be used for one or more of the following purposes:

- Providing and managing your account.
- Supplying our services to you. Your personal details are required in order for us to enter into and perform a contract with you.
- Personalising and tailoring our services for you.
- Communicating with you, including responding to emails or calls from you.
- Supplying you with information by email and/or post that you have opted-in to (you may unsubscribe or opt-out at any time by email confirmation).

With your permission and/or where permitted by law, we may also use your personal data for marketing purposes, which may include contacting you by email, telephone, text message and/or post with information, news, and offers on our services. We will not send unlawful marketing or spam and you will always have the opportunity to opt-out. We comply with the Privacy and Electronic Communications (EC Directive) Regulations 2003 (PECR).

We use the following automated systems for security/maintenance alerts. If at any point you wish to query any action that we take on the basis of this or wish to request human intervention, the UK GDPR gives you the right to do so. Please contact us to find out more using the details in Part 11:

- Sophos Virus Alerts
- Microsoft Updates

8. Lawful Bases for Processing

We rely on the following lawful bases to process personal data:

- Contract – to provide IT services, fulfil support requests, manage accounts, and administer billing.
- Legal Obligation – to comply with UK law, including tax, accounting and information security obligations, fraud prevention, and responding to lawful requests.
- Legitimate Interests – to operate and improve our services (e.g. network monitoring, cybersecurity and service analytics) provided these interests are not overridden by your rights and freedoms. You can object at any time (see Part 11).
- Consent – for certain marketing communications and optional services where consent is the appropriate basis. You may withdraw consent at any time.

9. How Long Will You Keep My Personal Data?

We will not keep your personal data for any longer than is necessary in light of the reasons for which it was first collected. Your personal data will therefore be kept for the following periods (or, where there is no fixed period, the following factors will be used to determine how long it is kept):

- The length of the service contract with the employer;
- Two months after leaving your employment, unless otherwise instructed by the employer or required by law.

10. How and Where Do You Store or Transfer My Personal Data?

We will store your personal data within the United Kingdom and/or the European Economic Area (EEA). This means that your personal data will be protected to UK GDPR standards. Where we need to transfer personal data outside the UK (for example, when a supplier hosts data in another country), we will ensure appropriate safeguards are in place such as the UK International Data Transfer Agreement (IDTA) or Addendum to the EU Standard Contractual Clauses, or another lawful mechanism.

The security of your personal data is essential to us. To protect your data, we take a number of important measures, including:

- Encryption of devices and data at rest where feasible.
- Secure physical storage of any hard drives (e.g., fireproof safes) while in our custody for repair.
- Encryption of information before being sent to offsite storage.
- Access controls and audit trails within our support systems.

11. Do You Share My Personal Data?

We may sometimes contract with the following third parties to supply services to you on our behalf. In some cases, those third parties may require access to some of your personal data that we hold:

- Copy Solutions (photocopiers)
- Microsoft
- Sophos
- Cadline

If any of your personal data is required by a third party, as described above, we will take steps to ensure that it is handled safely, securely, and in accordance with your rights, our obligations, and the third party's obligations under the law. Where such third parties are located outside the UK, we will ensure appropriate transfer safeguards as outlined in Part 10.

In some limited circumstances, we may be legally required to share certain personal data (which might include yours) if we are involved in legal proceedings or complying with legal obligations, a court order, or the instructions of a government authority.

12. How Can I Access My Personal Data?

If you want to know what personal data we have about you, you can ask us for details and for a copy of it (where any such personal data is held). This is known as a “subject access request”. All subject access requests should be made in writing and sent to the email or postal addresses shown in Part 14. There is not normally any charge for a subject access request. If your request is manifestly unfounded or excessive (for example, if you make repetitive requests), a fee may be charged to cover our administrative costs in responding. We will respond to your subject access request within one month of receiving it. In some cases, particularly if your request is more complex, more time may be required up to a maximum of three months. You will be kept fully informed of our progress.

13. How Do I Contact You?

To contact us about anything to do with your personal data and data protection, including to make a subject access request, please use the following details (for the attention of Matthew Gaskin, DPO):

Email address: gdpr@unigold.co.uk

Telephone number: 01483 459045

Postal Address: 256 High Street, Guildford, Surrey, GU1 3JG

14. CCTV Surveillance

Unigold 2000 Limited has considered the need for using CCTV and has decided it is required for the prevention and detection of crime and for protecting the safety of its staff and customers. It will not be used for other purposes. This CCTV system and the images produced by it are controlled by Unigold 2000 Limited, which is responsible for how the system is used.

- A system has been chosen which produces clear images which law enforcement bodies (usually the police) can use to investigate crime and which can easily be provided to them when required.
- Cameras are sited so that they provide clear images.
- There are visible signs showing that CCTV is in operation.
- Images from this CCTV system are securely stored, where only authorised personnel are permitted to access them.
- Recorded images are retained for 30 days or long enough for any incident to come to light (e.g., for a theft to be noticed) and the incident to be investigated.

- Except for law enforcement bodies, images will not be provided to third parties.
- The potential impact on individuals' privacy has been identified and taken into account in the use of the system.
- We know how to respond to individuals making requests for copies of their own images and will seek ICO advice where necessary.
- Regular checks are carried out to ensure that the system is working properly and produces high-quality images.

15. Changes to this Privacy Notice

We may change this Privacy Notice from time to time (for example, if the law changes, or if we change our business in a way that affects personal data protection). Any changes will be made available at www.unigold.co.uk/gdpr