

Data Processing

Purpose / Activity	Type of Data	Lawful basis for processing
Register as a customer	Identity Information (Name, Company) Contact Information (Phone number, Email address, Postal address)	Performance of a contract with you or your business
Registering a support request	Identity Information (Name, Company) Contact Information (Phone number, Email address) Equipment data Technical data	Performance of a contract with you or your business Necessary for legitimate business interests (for running of our business, administration, IT services, cyber and data security) Report analytics to identify technical issues
To manage our relationship with you which will include: (a) Notifying you about changes to our terms or privacy policy (b) Asking you to leave a review or take a survey	Identity Information (Name, Company) Contact Information (Phone number, Email address, Postal address) Marketing and Communications	Performance of a contract with you or your business To comply with legal obligations Necessary for legitimate business interests
Remote management and monitoring (RMM)	Technical data Equipment data Monitoring data	Performance of a contract with you or your business Necessary for legitimate business interests (for running of our business, administration, IT services, cyber and data security) Report analytics to identify technical issues
Remote access system	Technical data Equipment data	Performance of a contract with you or your business Necessary for legitimate business interests (for running of our business,

		administration, IT services, cyber and data security) Report analytics to identify technical issues
To make recommendations and suggestions about goods and services that may be of interest or benefit your systems	Identity Information (Name, Company) Contact Information (Phone number, Email address) Equipment data Technical data Monitoring data Tracking data	Performance of a contract with you or your business Necessary for legitimate business interests (to continue to develop our products and services)
To prevent and detect unlawful acts	Identity Information (Name, Company) Contact Information (Phone number, Email address) Financial Transactional data Equipment data Technical data Monitoring data	Necessary for legitimate business interests (to protect our business and our customers by way of undertaking fraud monitoring and suspicious activity monitoring) Necessary to comply with a legal or contractual obligation to share personal data for the purposes of law enforcement
In order to resolve legal claims or disputes involving you or us	All relevant data categories, depending on the nature of the allegation or claim	Necessary to bring or defend a claim