

PRIVACY POLICY

In this Privacy Policy references to "we" and "us" are to Computer Place, 106 Golders Green Road, London NW11 8HB.

1. What information we collect and how

The information we collect via the Remote Service and the In-Home Service may include:

1. Any personal details you submit, such as name, address, e-mail address, etc; 2. Details of your PC settings and file information; 3. A record of your use of our support service; 2. What we do with your information

Any personal data we collect during your use of the support service will be used in accordance with the Data Protection Act 1998 and other applicable laws. The details we collect will be used:

1. To rectify the problems you have reported to us, to maintain guarantee records and to provide after-sales service (we may pass our details to another organisation to service products you have service cover for and/or to provide after sales service) and

2. To comply with legal requirements.

We would also like to inform you of various promotions, goods and services that may be of interest to you. These could come from any of our affiliates, or from carefully selected third parties. You may be contacted by post, email, telephone, SMS or such other means as we regard as appropriate, including new technology. If you wish to receive these communications, please tick the "Yes" box when entering your personal details. You may unsubscribe at a later date, if you wish - see "Your rights" section below.

We may use third parties to carry out certain activities, such as processing and sorting data, monitoring how customers use our services and issuing our emails for us. Please be assured that third parties will not be allowed to use your personal information for their own purposes.

3. Sensitive information

To allow us to perform computer services you permit us access to your private personal files held on your computer, however we will not access or read any of the following:

1. My Documents folder;
2. Your Internet History;
3. Your Recent Documents list; or
4. Your Internet Cache

Any personal information held on your computer (other than that set out in paragraph 1 of the privacy policy above) which is accessed or read by our engineers will be kept strictly confidential and will not be recorded.

If in performing the remote online support service our engineers are exposed to any illegal material, it may be our civic and/or legal responsibility to report such to the appropriate authorities. Under such circumstances such disclosure will not be a breach of our obligation of confidentiality.

Collection Policy: Repairs not collected within 14 days will be disposed of to recover our costs

4. Your rights

1. You can ask us to update your personal information by emailing precise details of your request to info@computerplace.co.uk. Please ensure you type "update" in the subject line of your email.
2. You can ask us not to send you future marketing communications. To do this, simply email info@computerplace.co.uk. Type "No Marketing" in the subject line and then the following in the main text:-

- your full name;
- your postal address, including postcode
- your email address

We will then suppress your data from all direct marketing, although we will still keep it for processing your order and fulfilling customer service and after sale obligations.

Alternatively, you can post your request to the address in (3) below.

3. You also have the right to request a copy of any personal information we hold about you. To do this, simply write to us at the following address giving us as much detail as possible about your request and enclosing a cheque for £25 payable to Computer Place to cover our administration costs:-

Computer Place, 106 Golders Green Road, London NW11 8HB

April 27, 2009.