

## PRIVACY POLICY

This is the privacy policy of Wyse Assist Ltd, a company registered in England under number 05319965 at Prospect House 25, High Street, Chesham, Bucks HP5 1BG.

Wyse Assist takes the privacy of its users seriously. Generally, you can browse through our Website without giving us any information about yourself. This policy describes how we collect and use the personal information in order that we may provide you with information or services or a better experience in the use of our Website.

### 1. Collection of Information

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Wyse Assist collects personal information from you when you submit a request for information or when you submit your details for any other reason (such as your name, email address or any other details you provide to us that identifies you as an individual). Personal information will only be collected with your consent.

When you browse our Website, we may also log your IP address (information that identifies your computer on the Internet). This lets us know which parts of our Website you view and how long you spend with us. We do not link your IP address to any other personal information that you send to us.

### 2. How we use collected information

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Wyse Assist (and associated companies) may use your information for several general purposes including: fulfilling any of your requests for information or services, processing any transactions authorised by you, personalising your experience on our Website, keeping you up to date with our news, our products and our services, and providing other information to you which we think you may find of interest. Your personal information shall not be used for any other purposes.

### 3. Who processes personal information

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Personal information may be processed both by us and by associated companies in accordance with this privacy policy. We take all reasonable care to prevent any unauthorised access to your personal data. Personal information will not be sold or transferred to unaffiliated third parties without your prior consent.

Where personal information is processed by us, we will comply with relevant Data Protection legislation at all times. We are registered to process data under the Data Protection Act, registration number: Z6172371.

### 4. Security measures

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We take all reasonable care to ensure that personal information is guarded against unauthorised access, improper use and disclosure, unauthorised destruction or accidental loss. However, due to the nature of the Internet, we cannot guarantee the protection of your personal data, as it is theoretically accessible

by any user of the World Wide Web. You should be aware that when you disclose personal information on our Website it could potentially be collected by another Internet user and may result in unsolicited messages etc.

## 5. Access to your information and updating your information

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Upon request, we may provide you with a copy of the personal information that we hold about you (in return for a small fee). Please address requests to [helpdesk@wyseassist.com](mailto:helpdesk@wyseassist.com) stating your name and email address for identification purposes.

Also upon request, we will use reasonable efforts to update or correct personal information previously submitted by you.

You may also request that we cease processing the personal information we have about you and that we delete your personal information from our database or records. However, it may be impossible to delete your information without some residual information because of backups and records of deletions. Also certain transactional information has to be retained for legal reasons.

Please address your requests to change or delete your personal information to [helpdesk@wyseassist.com](mailto:helpdesk@wyseassist.com), stating your name and email address for identification purposes.

## 6. Changes to our privacy policy

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We may update our privacy policy from time to time, and the changed policy will be posted on our Website. Please check the policy from time to time, as we assume that your continued use of our Website indicates your acceptance of the current published policy. We welcome comments on how to improve our privacy policy. Please address such comments to [helpdesk@wyseassist.com](mailto:helpdesk@wyseassist.com)