

At Anglian Internet, security of customer data is very important to us and we take every reasonable precaution with your information.

How we identify you

When contact is made we need to identify who you actually are. From time to time we might not be able to do this with information available to us at that point and might ask you to provide more information. Therefore we ask that if any information that changes, i.e. your address, that you inform us so we can have the correct information.

What information is stored?

We only store information about your systems, configuration and passwords where required for support reasons. Whether you are on a support contract or not we still store information about your setup to enable us to provide support effectively. We make every effort to ensure our information is correct however there are times where information is changed without our knowledge or human error, however we make every effort to minimise these.

Incorrect Information

We make every effort to ensure that the information we store is kept up to date but from time to time this might change. If you identify that any information we store is incorrect or about to change please let us know in writing what the information is, what it should be and where you saw this so we can get it changed.

Right to be forgotten

Under the GDPR regulations you have the right to be forgotten. We would require any request like this to be made in writing to a Management level or higher employee. If the information you are referencing is company information we would need the request to come from an authorised contact.

Right to access your information

Under the GDPR regulations we will provide a copy of the information we store free of charge. This request would need to be made in writing to a Management level or higher employee. If the information you are referencing is company information we would need the request to come from an authorised contact.