Tidewell IT

Privacy Notice

Version 2.1

Last updated 4 May 2026

Who we are

Tidewell IT is an IT service provider. We run workplaces, networks, and hosted systems for small and mid-sized organisations. This notice explains which personal data we handle when you use our services or contact us, why we handle it, and what you can ask us to do with it.

What we collect

- Contact details of our customers' staff: name, work email address, phone number, and job title.
- Account and device details that we need to give support: user names, device names, and the tickets a person has opened.
- Messages and calls with our Service Desk.

Why we use it

We use this data to deliver the services our customers ordered, to keep their systems secure, to answer support requests, and to meet our legal and contractual duties. We do not sell personal data and we do not use it for advertising.

Who we share it with

We share personal data only with the suppliers that help us run our services, such as our hosting and ticketing providers, and only to the extent they need it. Each of them is bound by a Data Processing Agreement.

How long we keep it

Contact and account details stay for as long as the customer contract runs and are deleted within 90 days after it ends. Support tickets and call notes are deleted two years after the ticket is closed.

Your rights

You can ask us to show, correct, export, or delete your personal data, and to stop handling it in a particular way. Write to privacy@tidewell-it.example and we answer within one month. You may also complain to your national data protection authority.