



Data Protection – Privacy Notice

Nature and purpose of the processing.

Currys may process Customer Personal Data (personal data contained within your product) submitted and stored by you on your product for the purposes of:

- complying with Currys legal and regulatory requirements;
- to provide you with Expert Support Services.

Categories of data.

Personal data stored by a customer on their product may include the following categories of data: user IDs, email, documents, presentations, images, calendar entries, tasks and other data.

- Currys is a processor of the Customer Personal Data that may be held on your product under the UK GDPR (as described in section 3(10) (as supplemented by section 205(4)) of the Data Protection Act 2018 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data).

By using our Expert Services, you instruct Currys to process Customer Personal Data only in accordance with applicable law:

- to the extent necessary to provide the services and related technical support; and
- as further documented in any other written instructions given by you.

Security.

Currys will implement and maintain technical and organisational measures to protect your data held on your product submitted for repair against accidental or unlawful destruction, loss, alteration, unauthorised disclosure or access.

Currys will take appropriate steps to ensure compliance with the security measures by its employees, contractors and sub-processors to the extent applicable to their scope of performance, including ensuring that all persons authorised to process Customer Personal Data have committed themselves to confidentiality or are under an appropriate statutory obligation of confidentiality.

Our Currys experts are required to enter into a confidentiality agreement and must acknowledge compliance with Currys information security and data protection policies. Currys experts are also required to complete information security and data protection training.

Data incident.

If Currys becomes aware of a Data Incident, meaning a breach of Currys security leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, your data on your product, Currys will:

- notify you as a customer of the Data Incident promptly and without undue delay; and
- promptly take reasonable steps to minimise harm and secure your data.

Notifications made pursuant to this section will describe, to the extent possible, details of the Data Incident, including steps taken to mitigate the potential risks and steps Currys recommends customer take to address the Data Incident.

Notification of any Data Incident(s) will be delivered to the email address which you have provided or, at Currys discretion, by direct communication (for example, by phone call). You are responsible for ensuring that your contact details, including your email address are current.

Customer security responsibilities.

As a customer you agree that you are solely responsible for:

- maintaining the security of the applications you use to access accounts and applications on your product; and
- backing up your data.

Impact assessments.

Currys will (taking into account the nature of the processing and the information available to Currys) provide reasonable assistance to the Customer in ensuring compliance with any obligations of the customer in respect of data protection impact assessments.

Sub processors.

The customer specifically authorises the engagement of Currys suppliers as sub-processors meaning third parties authorised by Currys to have logical access to and process Customer Personal Data in order to provide parts of the Expert Support services.

In addition, the customer generally authorises the engagement of any other third parties as sub-processors. When engaging any sub-processor, Currys will ensure, via a written contract, that:

- the sub-processor only accesses and uses your data to the extent required to perform the obligations subcontracted to it, and does so in accordance with the applicable agreement; and
- if the UK GDPR applies to the processing of Customer Personal Data, the data protection obligations set out in Article 28(3) of the UK GDPR are imposed on the sub-processor; and
- Currys remains fully liable for all obligations subcontracted to, and all acts and omissions of, the sub-processor.

Transfer of Customer Personal Data.

We may transfer your Customer Personal Data to countries outside of the UK or EEA, but will always ensure appropriate safeguards are in place when doing so.

Deletion of Customer Personal Data.

Currys shall delete your data from the product or return securely the product processed by it pursuant to this agreement provided that Currys may retain your Customer Personal Data where it is legally required to do so and then only to the extent and for such period as required by law.