



## **Bisley Contracting Ltd**

### **Privacy Notice**

#### **General Data Protection Regulations (GDPR)**

General Data Protection Regulation will apply from 25th May 2018, when it will replace the Data Protection Directive (DPD).

If you own a business, control data or process data, you need to have all the needed information about how you gather, store and use personal data - including data about your employees, customers and any other personal data you have.

The GDPR will provide all the information you will need and that will tell you all about the laws for each EU member and what impact it is going to have on every business with any personal data in any format.

Personal data can be a person's name, address, gender, date of birth or IP address.

The GDPR will apply to all UK entities that do business in the EU and is likely to choose to reform the current UK data protection laws in line with the requirements of the GDPR. To achieve the necessary 'adequacy' which would be required to trade with the EU the UK will need to implement similar standards of compliance – or face the additional regulatory and administrative burden of EU rules.

#### **What information do we collect?**

Bisley Contracting Ltd is committed to protecting the privacy of all customers, suppliers and all other contacts. Any and all information collected is used purely to enable services provided. We will not communicate with you unless you expressly request it and will not share, sell or divulge any personal information without your permission.

Bisley Contracting Ltd does not send marketing or outreach media including emails.

We collect information when you place an order for products or services and we may send some details on to our suppliers or partner companies to fulfil your order. We may collect personal information which we receive when you: use our services; are a recipient of our services or when you contact us.

We may collect the follow types of information: your name, company name, your position in the company, company address, email address, telephone numbers and other contact details you supply about yourselves or your customers; video information from CCTV recording systems at our sites for security and safety reasons; information required to provide you with a service, and details of our services that you have used; your payment information and details of any enquiry or complaint.

We also store this information to manage your account and to allow monitoring services of some systems we have installed for you.

When processing your order, we may send your details to, and use information from, credit reference agencies and fraud prevention agencies.



We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate.

We only store information for as long as it required after we have processed your order.

We collect personal information in the following ways: directly from customers; from third parties who use our services; when services are provided together with a partner company and information is collected by the partner company in order for us to provide you with the services.

### **How do we use your personal information?**

#### **We use your personal information to provide you and other customers with services that you may request from us**

Legal basis for doing so:

- In accordance with a contract
- Compliance with legal obligations and regulatory boards
- Legitimate interests – to provide a high standard of services, to protect the interests of our business and customers.

#### **To administer payments**

Legal basis for doing so:

- In accordance with a contract
- Compliance with legal obligations and regulatory boards

#### **To recover debts**

Legal basis for doing so:

- In accordance with a contract
- Compliance with legal obligations and regulatory boards
- Legitimate interest – to ensure that our business is run prudently, our assets are protected and we are able to recover debts owed to us

#### **To conduct credit checks**

Legal basis for doing so:

- Legitimate interest – to protect our business by reducing credit risks to us

#### **To resolve queries and complaints**

Legal basis for doing so:

- In accordance with a contract

- Compliance with legal obligations and regulatory boards
- Legitimate interest – ensure that our business is run prudently, queries are addressed, and complaints are investigated so we can prevent reoccurrence.

### **To enhance or improve your and our other customers' experience of our services**

Legal basis for doing so:

- Compliance with legal obligations and regulatory boards
- Legitimate interest – to ensure that our customers' experiences of services are satisfying and to encourage continued interest.

### **To tell you about our services**

Legal basis for doing so:

- Legitimate interest – to provide our customers with information about our services that may be of interest, provided that we have our customers' consent to do so.

### **To protect security e.g. to check your identity when you use our services**

Legal basis for doing so:

- In accordance with a contract
- Compliance with legal obligations and regulatory boards
- Legitimate interest – to prevent and investigate fraud and to check your identity in order to protect our business

### **To comply with our legal obligations**

Legal basis for doing so:

- Compliance with legal obligations and regulatory boards
- Legitimate interest – to protect our business

### **Accessing your personal information**

You have certain rights with respect to the personal information we hold about you, which subject to laws, include the following:

- Request a copy of the personal data we hold about you;
- Inform us of a correction to your personal data;
- Exercise your right to restrict our use of your personal data;
- Exercise your right to erase your personal data; or
- Object to particular ways in which we are using your personal data.

We provide customers with access to their personal information and the opportunity to amend and update their details or preferences in order to keep the information up-to-date and accurate.

You can exercise your rights to any of the above by contacting us directly in writing or e-mail [thills@bisleycontracting.co.uk](mailto:thills@bisleycontracting.co.uk).

Requests must be made in writing and proof of identification is required in order to protect your information. We also require sufficient details to be able locate your information. For example, dates and details of the services that you have used. An optional form may be provided to assist us in locating the information you require.

### **Sharing your personal information**

We only share your information with suppliers and partner companies to fulfil your order or contract with us for the following reasons:

- Where services are provided together with a partner business and it is necessary to disclose the information to them in order to provide the services;
- for the prevention of fraud against us, third parties and customers;
- for the purposes of identity verification;
- for the purposes of recovering debt;
- to prevent money laundering;
- where products and services are provided to third parties by us (e.g. for the purposes of identity verification and fraud prevention, and it is necessary to disclose information to them in order to provide the service);
- Other third parties (including the police, law enforcement agencies, credit reference and fraud prevention agencies and other bodies) to protect our or another person's rights, property, or safety e.g. to exchange information to protect against fraud and to reduce payment risks;
- in connection with the prevention and detection of crime.

We may be required to disclose certain personal information because it is required by law or for the purposes of legal proceedings.

If false or inaccurate information is provided and fraud is identified, details will be passed to fraud prevention agencies.

Law enforcement agencies may access and use this information.

We and other organisations may also access and use this information to prevent fraud and money laundering, for example, when:

- Checking details on applications for credit and credit related or other facilities;
- Managing credit and credit related accounts or facilities;
- Recovering debt;
- Checking details on proposals and claims for all types of insurance;
- Checking details of job applicants and employees

We and other organisations may access and use, from other countries, the information recorded by fraud prevention agencies.



We may need to transfer personal information about customers to suppliers located outside the UK. If we do, we will ensure that information is protected to a level which meets the requirements of the relevant law.

**Further Information**

We strive to ensure that our systems are secure and that the data you entrust to us is managed securely in accordance with this Policy.

We update this privacy policy regularly to remain compliant with local laws and regulations, this policy may change or be amended without prior notice. We will always supply this policy on request and keep updated on our website.

This policy was last updated: 24th May 2018