

## **DATA PRIVACY NOTICE**

### **Introduction**

PRW Group Ltd ("We, our or us") are committed to protecting and respecting your privacy.

This policy sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.

The rules on the processing of personal data are set out in the General Data Protection Regulation ("GDPR").

### **1. Definitions**

**Data controller** - A controller determines the purposes and means of processing personal data.

**Data processor** - A processor is responsible for processing personal data on behalf of a controller.

**Data subject** – Natural person

### **Categories of data: Personal data and special categories of personal data**

**Personal data** - The GDPR applies to 'personal data' meaning any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier (as explained in Article 6 of GDPR). For example name, home address or private email address. Online identifiers include IP addresses and cookies.

**Processing** - means any operation or set of operations which is performed on personal data or on sets of personal data, whether or not by automated means, such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction.

**Third party** - means a natural or legal person, public authority, agency or body other than the data subject, controller, processor and persons who, under the direct authority of the controller or processor, are authorised to process personal data.

### **2. Who are we?**

PRW Group Ltd is the data controller. This means we decide how your personal data is processed and for what purposes. Our contact details are: 01761 419909 or [business@prwgroup.co.uk](mailto:business@prwgroup.co.uk). For all data matters contact Debbie Chamberlain on 01761 419909 or [business@prwgroup.co.uk](mailto:business@prwgroup.co.uk)

### **3. Personal data we may collect from you**

The following may be collected from you at any time:

- Name
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- Contact information such as a telephone number or email address
- Demographic information such as a postal address including postcode
- Job Title, Position or Role
- Other relevant information for customers

Information we may collect automatically about you from a visit to our website:

- Technical information – this may include your internet protocol (IP) address (used to connect your device to the internet), your login information, time zone setting, specific browser, version and any plugins, your operating system
- Information during your visit – this may include the full Uniform Resource Locators (URL) clickstream to, through, and from our website (your activities on the site, pages you viewed

and links clicked on) including the date and time, length of time spent on pages, and any methods used to browse away from the page.

- Like many websites, we use "cookies" on our website. Cookies are text files containing small amounts of information that may be downloaded onto your computer or device when you visit our Site. You are free to decline cookies if your browser permits, such as by disabling cookies in the preferences or options menus in your browser. However, doing so may limit your ability to view or use our site

#### **4. The purpose(s) of processing your personal data**

We use your personal data for the following purposes:

##### Customers, potential customers, and suppliers:

- To send quotations, specifications, purchase orders, invoices, statements, and remittance advice
- Bank details to enable payment
- To allow our alarm receiving centre (ARC) to monitor your security system/s
- To issue certificates for work we have completed and where possible notify councils and local building authorities
- Delivery of goods from our specified supplier direct to site
- General information to allow us to understand the services we provide you etc.

From time to time we will use this information to improve our products and services, make improvements to our website, send promotional emails about special offers, new products and services and other important information that we think will be useful to you. This will be primarily through the use of the email address you have provided.

Where you are under a monitoring contract your information will be used to carry out the services agreed. Necessary information will be shared with our ARC such as name, address and telephone number.

#### **5. Sharing your personal data**

Your personal data will be treated as strictly confidential and will not be shared with any third parties unless you have given your permission or we are required by law to do so. Customers who have a monitoring contract agree to have some basic information shared with our ARC to enable them and us to fulfil our obligation to you as per our contract.

#### **6. How long do we keep your personal data?**

We keep your personal data for no longer than reasonably necessary, in order to continue to provide you with a service, in case of any legal claims / complaint and for safeguarding purposes

#### **7. Providing us with your personal data**

We require your personal data as it is necessary to enable us to enter into a contract whether this be verbal or written

#### **8. Your rights and your personal data**

Unless subject to an exemption under the GDPR, you have the following rights with respect to your personal data:

- The right to request a copy of the personal data which we hold about you;
- The right to request that we correct any personal data if it is found to be inaccurate or out of date;
- The right to request your personal data is erased where it is no longer necessary to retain such data;

- The right to request that we provide you with your personal data and where possible, to transmit that data directly to another data controller, (known as the right to data portability), (where applicable i.e. where the processing is based on consent or is necessary for the performance of a contract with the data subject and where the data controller processes the data by automated means);
- The right, where there is a dispute in relation to the accuracy or processing of your personal data, to request a restriction is placed on further processing;
- The right to object to the processing of personal data, (where applicable i.e. where processing is based on legitimate interests (or the performance of a task in the public interest/exercise of official authority); direct marketing and processing for the purposes of scientific/historical research and statistics).

## **9. Transfer of Data Abroad**

We do not transfer personal data outside the EEA

## **10. Automated Decision Making**

We do not use any form of automated decision making in our business

## **11. Further processing**

If we wish to use your personal data for a new purpose, not covered by this Data Privacy Notice, then we will provide you with a new notice explaining this new use prior to commencing the processing and the setting out of the relevant purposes and processing conditions.

## **12. Changes to our privacy policy**

Any changes we may make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by e-mail. Please check back frequently to see any updates or changes to our privacy policy.

## **13. How to make a complaint**

To exercise all relevant rights, queries or complaints please in the first instance contact our Data Representative - Debbie on 01761 419909 or [business@prwgroup.co.uk](mailto:business@prwgroup.co.uk) .

If this does not resolve your complaint to your satisfaction, you have the right to lodge a complaint with the [Information Commissioners Office](https://ico.org.uk/global/contact-us/email/) on 03031231113 or via email <https://ico.org.uk/global/contact-us/email/> or at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF, England.