



GDPR (General Data Protection Regulation) PRIVACY NOTICE

Introduction

The privacy and security of our clients is important to us. This privacy policy explains how we use the information we collect about you, how you can instruct us if you prefer to limit the use of that information, and the procedures that we have in place to safeguard your privacy.

Our Company strongly believe in protecting your privacy and the confidentiality of your personal information.

Definitions

- Data controller – Determines the purposes and means of processing personal data.
- Data processor – Responsible for processing personal data on behalf of the data controller.
- Data subject – Natural person
- 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. This including your name, email address, IP address, home address, telephone number.

The GDPR applies to both automated personal data and to manual filing systems where personal data are accessible according to specific criteria. This could include chronologically ordered sets of manual records containing personal data.

- **Special category data** - under the **GDPR: data** consisting of racial or ethnic origin, political opinions, religious or philosophical beliefs, or trade union membership, genetic data, biometric data, data concerning health or data concerning a natural person's sex life or sexual orientation.
- **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

Get in touch

Email: **office@bfce.co.uk**

Phone: **0161 337 4353**

Post: **The Warehouse, Saxon Street, Denton, Manchester M34 3DS**



How we collect your personal data

- If you contact us (by phone and/or email) we will collect your personal data and process it in accordance with the processes outlined in this Privacy Notice. This may include discussing matters with you in relation to an enquiry about our services or a contract that we may enter into with you.
- If we speak with you via a Skype meeting (whether audio or video) such conversations may be recorded and, in such instances, we will store your personal data that may be recorded as part of that Skype meeting. This will be retained by us as communication data, in accordance with this Privacy Notice.
- If you enter into a contract with us to provide you with services, you will need to provide us with your (and/or your employees) contact details including email addresses, postal addresses and phone numbers.
- If we collaborate with you on a project to provide services to a client, we will collect information about you (and/or your employees and officers) including contact details for the purposes of that collaboration and providing services.
- We may also collect personal data from you based on your use of our website (www.bfce.co.uk) including forms submitted through the website.
- We may collect your personal data about you from use of CCTV which may be in operation in our office, or those offices where we provide our services. Any personal data collected from our CCTV will be used by us for the purposes of ensuring the safety and security of our staff and premises. CCTV will be kept for as long as necessary to ensure that there are no issues relating to safety and security. If there are no issues to address, footage will be kept for no longer than what we believe is necessary.

Providing us with your personal data

You have no obligations or contractual requirement to provide us with your personal data, but failure to do so result in a loss of/or prevent communication between ourselves during the contract. It could also cause a delay or prevent payments being made for services and goods.

Sharing with third parties

We will not share your personal data information with any unrelated third parties unless:

- We have your permission.
- When required to do so in order to perform the obligation on us under any contract we enter into with you.
- Exercising or defending legal right is required, then only with our professional advisers.
- When IT services require us to, then only with our suppliers.
- Where we are required by law and law enforcement agencies, government, tax authorities or regulatory bodies.

We will not share any of your personal data information with third parties for marketing or market research.



How long will we keep your information?

We will keep your personal data for as long as it is required for the purpose we collected it for. If we are performing a contract for you, we will keep the information for the length of that contract and for approximately 12 years afterwards.

Automated decision making

We don't use any form of automated decision making in our business.

Your right as a Data Subject

In relation to your personal data you have the right:

- To be informed as to for what purpose we are processing your data and which personal data we use.
- To be provided with copies of any personal data we hold about you. You can do that by contacting us, using the details on page 1, titled - **Get in touch**
- To contact us to rectify any errors if you believe that information we hold is inaccurate or incomplete.
- To erase (also known as the right to be forgotten) any data you want us to permanently delete. Please contact us if you wish to do this.
- To request us to pass on your personal data to others.
- To withdraw your consent for us to process your personal data.

We will always try to respond to your request within one month to your satisfaction however there may be situations where we are unable to do so. If you are unhappy with our response or you believe that your data protection or privacy rights have been infringed you should contact the UK Information Commissioner's Office.

Keeping your information safe

We use a variety of technical and organisational measures to keep your personal data safe and to prevent unauthorised access to, or use, or disclosure of it. Electronic data and databases are stored on secure computer systems and we control who can access them. Our staff are trained in data protection and we have a set of detailed data protection procedures which our staff are required to follow.

Changes to our GDPR Data Privacy Notice

Any changes, as and when necessary, to this Privacy Notice, will be posted on our website. If changes are significant, we may also email you and where required by law, we will obtain your consent to these changes.



Data collected through our website

We may collect the following information from visitors to our website:

- IP addresses and information about the location of the visitor
- The way that a visitor uses the website, including the pages viewed, dates, times and duration
- Data to show where visitors navigated to or from our website and searches made on our website.

This data is used to enable us to:

- Run the website ensuring that it works properly
- Improve the information on the website
- Maintain the websites security

Cookies are a piece of data which a website sends to a user's computer. It is stored on the user's computer and can be used to collect information on their site usage. We use cookies to identify how many users visit each page of our website so that we can improve the websites value to our visitors. We do not use cookies in any way which would allow us to identify visitors to our website. If you want to block cookies then you can do so through your web browser or through other software but in doing so you may find that you will be unable to visit some or all of our website.