Privacy Policy

This is the privacy notice PAS 128 PTD

In this document, "we", "our", or "us" refer to PAS 128 PTD.
We are company number [company registration number] registered in [country].
Our registered office is at 17 Sowdlefield Walk, Mulbarton, Norwich, Norfolk, NR14 8GP.

Purpose

This Policy outlines the data protection policies and procedures we have adopted and to which we abide to ensure we are GDPR compliant. The purpose of this Policy and any other documents referred to in it, is to clearly list and identify the legal requirements, procedures and rights which must be established when we obtain, process, transfer and/or store your personal data. This Policy will assist you in understanding the obligations, responsibilities and rights which arise from the Data Protection Laws.

Introduction

At PAS 128 PTD, we are committed to protecting your privacy. This Policy explains when and why we collect personal information about people with whom we work, how we use it, the conditions under which we may disclose it to others and how we keep it secure. It applies to information we collect about:

- people who use our services;
- visitors to our websites;
- and other individuals with whom we communicate.

We regard the lawful and correct treatment of personal information as integral to successful operation and to maintaining the confidence of the people we serve and communicate with. To this end we fully endorse and adhere to the principles of the relevant Laws.

Any questions regarding this Policy and our privacy practices should be sent to the contact information provided at the end of this Policy.

Please be aware that, in all circumstance, we will never collect sensitive information about you without your explicit consent. The personal information which we hold will be held securely in accordance with our internal security policy and the law.

When you visit our website

When someone visits www.pas128ptd.co.uk we use a third party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website.

When you email us

Personally identifiable info sent by email will be kept confidential. Email monitoring or blocking software may also be used. Please be aware that you have a responsibility to ensure that any email you send to us is within the bounds of the law.

When you enquire with us or make a complaint

When enquiries are submitted to us we will only use the information supplied to enable us to deal with the enquiry itself. When we receive a complaint from a person we make up a file containing the details of the complaint. We will only use the personal information we collect to process the complaint itself. We will keep personal information contained in complaint files in line with our retention policy. It will be retained in a secure environment and access to it will be restricted according to the 'need to know' principle.

When you use our services

PAS 128 PTD offers various services. We will only collect and use the bare minimum amount your Personal Data to the extent that it is needed to provide the service and fulfil our operational and contractual needs or to comply with any legal requirements.

Use of your data

We shall access and use your Personal Data in accordance with your instructions and as is reasonably necessary:

• to fulfil our contractual obligations and responsibilities to you;
• to provide, maintain and improve our contracted service with you;
• if we intend to use your personal data for the advertising and marketing of our services we shall seek your separate
express consent and you are entitled to opt out of these services at any time;
• to respond to your requests, queries and problems;
• to inform you about any changes to our services and related notices, such as security and fraud notices.

The uses of your data include:

- Email contact
- Information taken over the phone
- Contracts
- Invoices – these may include a company address if requested by a client.

How you can access and update your information

PAS 128 PTD tries to be as open as it can be in terms of giving people access to their personal information. You are entitled to request access to your personal data unless providing a copy would adversely affect the rights and freedoms of others. Individuals can find out if we hold any personal information by making a 'subject access request' under the General Data Protection Regulation. If we do hold information about you we will:

• give you a description of it;
• tell you why we are holding it;
• tell you who it could be disclosed to; and
• let you have a copy of the information in an intelligible form.

To make a request to PAS 128 PTD for any personal information we may hold about you, you need to either put the request in writing and address it to us at the address provided below, or email us. You may also telephone us, but we may suggest that you put your request in writing to assist us in establishing your identity.

When responding to written requests Personal Data will only be disclosed if we can confirm your identity and/or sufficient supporting evidence is provided by you to establish your identity. These procedures are to ensure that the data is only given to a person who is entitled to receive it. If you agree, we will try to deal with your request informally, for example by providing you with the specific information you need over the telephone. If we do hold information about you, you can ask us to correct, update, amend, or remove it without undue delay. Once receiving a request to remove your data we must erase your Personal Data without delay, unless an exception applies that permits us to continue processing your data. Details of such exceptions are contained in the Enactments and include situations where we might need to retain the information to carry out our official duties and/or comply with legal obligations and/or for the establishment of exercising or defending legal claims, or it is in the public interest to retain your Personal Data.

Who has access to your information?

We will not sell or rent your information to third parties. We will not share your information with third parties for marketing purposes. There are times when we may need to share your Personal Data with third parties. For example:

- If we are under a duty to disclose or share your Personal Data in order to comply with any legal obligation, lawful requests, court orders and legal process.

- With a lawyer who is bound by strict confidentiality protocol.

When we use third party service providers, we disclose only the personal information that is necessary to deliver the service.

There are also circumstances where we can pass on personal data without consent, for example; to prevent and detect crime.

We will not release your information to third parties for them to use for their own direct marketing purposes, unless you have requested us to do so, or we are required to do so by law, for example, by a court order or for the purposes of prevention of fraud or other crime and to produce anonymised statistics.

Your choices

You may opt out of receiving promotional communications from PAS 128 PTD by emailing us to have your contact information removed from our promotional email list or registration database. Although opt-out requests are usually processed immediately, please allow ten (10) business days for a removal request to be processed. Even after you opt out from receiving promotional messages from us, you may continue to receive relevant messages concerning any contracted service you have in place with us. Our policy towards children PAS 128 PTD services are not directed to individuals under 13. We do not knowingly collect Personal Information from children under 13. If we become aware that a child under 13 has provided us with Personal Information, we will take steps to delete such information. If you become aware that a child has provided us with Personal Information, please contact us. Data storage, transfer and security PAS 128 PTD takes security seriously. We take various steps to protect information you provide to us from loss, misuse, and unauthorised access or disclosure. These steps take into account the sensitivity of the information we collect, process and store, and the current state of technology. PAS 128 PTD hosts data with hosting service providers within the EEA. The servers on which Personal Information is stored are kept in a controlled environment. 6 Our employees and contracted personnel are bound to our privacy policies, procedures and technologies which maintain the security of all your Personal Data from the point of collection to the point of destruction:

• We maintain data security by protecting the confidentiality, integrity and availability of your Personal Data. We ensure that the only people authorised to use your personal data can access it.
• We ensure your Personal Data is accurate and suitable for the purpose for which it is processed. We shall take appropriate security measures against unlawful and/or unauthorised processing of personal data, and against the

accidental loss of, or damage to, your Personal Data. Where we have given (or where you have chosen) a password which enables you to access certain parts of our websites, you are responsible for keeping this password confidential. We ask you not to share your password with anyone.

Use of cookies

Website Cookies are very small text files that are stored on your computer when you visit most websites. We use cookies to help identify your computer so we can provide a consistent user experience. Other sites might use cookies to track shopping basket contents and remember where you are in the order process for example. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences. Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us. Specifically, we use the following cookies on this site:

First Party Cookies:

Analytics: We use Google Analytics to track how many visitors we are getting and how they found us. Find out more about the Google Analytics cookie policy

WordPress:

This website is built on top of the WordPress content management system, which also uses cookies to further enhance the experience of this website. Read more about the cookies WordPress sets.

Third Party Cookies

Embedded rich media content: We occasionally use embedded content, delivered by services such as YouTube or Vimeo to provide more engaging ways to deliver content on our site. Find out more about YouTube's Cookie policy, and Vimeo's cookie policy.

Disabling Cookies

As a rule, cookies will make your browsing experience better. This is why most web browsers automatically accept cookies by default. You can change your browser settings to refuse to set cookies if you prefer, and you can also delete any cookies already stored on your computer. However, disabling cookies may prevent our website (and many others) from functioning properly. To find out more about cookies and how to disabling them, use the Help menu in your web browser or take a look at https://ico.org.uk/for-the-public/online/cookies/ which offers further guidance.

Complaints or Queries and How to Contact Us

PAS 128 PTD tries to meet the highest standards when collecting and using personal information. For this reason, we take any complaints we receive about this very seriously. We encourage people to bring it to our attention if they think

that our collection or use of information is unfair, misleading or inappropriate. We would also welcome any suggestions for improving our procedures. If you feel that your questions or concerns regarding your Personal Data have not been dealt with adequately or that your request has not been fulfilled by us, you can use our complaints procedure, by writing to us or emailing us: PAS 128 PTD, 51 Sowdlefield Walk, Mulbarton, Norwich, Norfolk, NR14 8GP.
info@pas128ptd.co.uk

Changes to our Data Protection Policy

We keep our privacy policy under regular review and reserve the right to amend and update the policy as required. Where appropriate, we will notify you of those changes by mail, email and/or by placing an updated version of the policy on our website.