

Privacy and Cookies Policy

Original source: <https://ico.org.uk/for-organisations/sme-web-hub/how-to-write-a-privacy-notice-and-what-goes-in-it/>

Our contact details

Name: Katy Jacobs

Address: Suite 2, Taunton House, Waterside Court, Neptune Way, Rochester Me2 4NZ

Phone Number:01634 295515

E-mail:enq@gcscompliance.co.uk

Date: August 2022

The type of personal information we collect

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details)

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

You may give us information about you when filling in the contact form on our website www.gcscompliance.co.uk or by corresponding with us by phone, e-mail or otherwise. This includes information you provide when you subscribe to our services, complete a survey, sign up to a newsletter, post material on our site, report a problem with our site, request further services. The information you give us may include your name, address, email address, phone number, and personal description about the customer and/or the responsible party of the customer.

We use the information that you have given us in order to

- Perform the contract we have with you (or take steps needed at your request prior to entering into a contract with you)
- Providing and improving quality of services to our customers

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We take your privacy very seriously and we'll only share your information where:

- we need to for the purposes of providing you with products or services you have requested;
- we have a public or legal duty to do so e.g. to assist with detecting fraud and tax evasion, economic crime prevention, regulatory reporting, litigation or defending legal rights;
- we have a legitimate reason for doing so e.g. to manage risk, or assess your suitability for services; or
- we have asked you for your permission to share it, and you've agreed.

Third parties

We may share with third parties, including:

- business partners, suppliers and subcontractors for the performance of any contract we enter into with them or you;
- with third parties whose products or services we have made you aware of via our site and you have provided us with your consent to share your personal information with them;
- fraud prevention agencies who will use it to prevent fraud and money-laundering and to verify your identity;
- provided you have consented; marketing, market research, advertisers and advertising networks that require the data to select and serve relevant adverts to you and others;
- analytics and search engine providers that assist us in the improvement and optimisation of the website;
- any member of our group, which means our subsidiaries, our ultimate holding company and its subsidiaries for the purposes set out above;
- in the event that we buy or sell any business or assets, including the sale of an individual website owned by us, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets; and
- if GCS Compliance is, or substantially all of its assets are acquired by a third party, in which case personal data held by it about its members and customers will be one of the transferred assets.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting Katy Jacobs using the details above.

(b) We have a contractual obligation.

(c) We have a legal obligation.

(d) We have a vital interest.

(e) We need it to perform a public task.

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(f) We have a legitimate interest.

How we store your personal information

Your information is securely stored.

We will retain your personal information for as long as you use our services and for a reasonable time thereafter. After you have terminated your use of our services, we will retain your personal information for up to 10 years and thereafter may store it in an aggregated and anonymised format.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at enq@gcscompliance.co.uk if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at GCS Compliance, Suite 2, Taunton House, Waterside Court, Neptune Way, Rochester Me2 4NZ

You can also complain to the ICO if you are unhappy with how we have used your data.

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The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>

Cookies

We may obtain information about your general internet usage by using cookie files stored on your computer or device ("cookies"). Cookies are text files containing small amounts of information which are downloaded to your computer or device when you visit a website. They help us to improve our site and to deliver a better and more personalised service.

We may use both "session" cookie and "persistent" cookies on the website. Session cookies will be deleted from your computer when you close your browser. Persistent cookies will remain stored on your computer until deleted, or until they reach a specified expiry date.

We will use the session cookies to: keep track of you whilst you navigate the website; keep track of your bookings; prevent fraud and increase website security; and other uses. We will use the persistent cookies to: enable our website to recognise you when you visit; keep track of your preferences in relation to your use of our website; and other uses.

We use Google Analytics to analyse the use of this website. Google Analytics generates statistical and other information about website use by means of cookies, which are stored on users' computers. The information generated relating to our website is used to create reports about the use of the website. Google will store this information. Google's privacy policy is available at <https://policies.google.com/privacy?hl=en-US>

You can find more information about cookies and how to manage them at <https://www.aboutcookies.org.uk/> You may disable cookies by changing the settings on your browser. However, if you do so, this will affect your enjoyment of our site and we will no longer be able to offer to you a personalised service.