

Reference	POL35
Version	3.0
Issue Date	28/01/2020
Approved	MD

PROFESSIONAL SAFETY SERVICES (UK) LTD

Privacy Policy

GENERAL

Professional Safety Services (UK) Ltd are committed to complying with the General Data Protection Regulation and the Data Protection Act 2018. Looking after the personal information you share with us is very important, and we want you to be confident that your personal data is kept safely and securely and to understand how we use it to offer you a better experience. Should you need to contact us, please write to: Data Protection Officer, Professional Safety Services (UK) Ltd, Unit 6A, Clay Pit Lane, Bar Lane Industrial Estate, Roecliffe, YO51 9FS.

The information we collect and why?

When you buy goods from us, you are entering into a contract with us. To enable us to set this up we will ask you to provide specific information such as;

- company name
- contact name
- address
- contact numbers, and
- email address

How do we use your information?

Data Protection says that we can use and share your data only where we have a proper reason to do so. The law says we must have one or more reasons, and these are:

- Contract – your personal information is processed to fulfil a contractual arrangement e.g. to send you your Directory catalogue.
- Consent – where you agree to us using your information in this way.
- Legitimate Interests – this means the interests of Professional Safety Services (UK) Ltd in managing our business to allow us to provide you with the best products and service in the most secure and appropriate way e.g. to transfer your data to certain Third Party's such as delivery partners.

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- Legal Obligation – where there is statutory or other legal requirement to share the information e.g. when we share your information for law enforcement purposes.

Here is a list of the ways that we may use your personal information:

What we use your personal information for	Our reasons (legal basis)	Our explanation of legitimate interests
Set up your online account	<ul style="list-style-type: none"> • Legitimate interest 	Process efficiency in dealing with such activity.
Process your orders	<ul style="list-style-type: none"> • Fulfilling a contract 	N/A
Notify you of your order status.	<ul style="list-style-type: none"> • Legitimate interests 	Process efficiency in dealing with such activity, and to make improvements to our services.
Manage your account/ provide customer services to you.	<ul style="list-style-type: none"> • Legal obligation/Legitimate interests (depending on nature of services) 	Keeping our records up to date, handling our customer contact efficiently and effectively, working out which of our products and services may interest you and telling you about them.
Marketing communications to inform you of special offers, promotions, new lines and Sales. Provide you with online advertising.	<ul style="list-style-type: none"> • Legitimate interests 	Developing products, services, applications and designs that attract and retain customers. Improving customer interaction with our sites.
Notifying you about enhancements to our services, such as changes to the website and new services that may be of interest to you.	<ul style="list-style-type: none"> • Legitimate interests 	Developing products, services, applications and designs that attract and retain customers. Improving customer interaction with our sites.
Contact you to undertake customer satisfaction surveys, invite you to provide product reviews or for market research.	<ul style="list-style-type: none"> • Legitimate interests 	Developing products, services, applications and designs that attract and retain customers. Improving customer interaction with our sites.
Maintaining network and data security	<ul style="list-style-type: none"> • Legitimate interests 	To maintain the security of our network this in turns helps us to maintain the safety and confidentiality of your information.

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Who we share your information with and why?

Professional Safety Services (UK) Ltd works with trusted suppliers, and businesses in order to provide you the high-quality goods and services you expect from us, such as delivery companies.

Some examples of the categories of third parties with whom we share your data are:

- Supplier Partners
- Delivery Partners

Payment processing

Professional Safety Services (UK) Ltd works with trusted third-party payment processing providers to securely take and manage payments.

Keeping in touch with you

We want to keep you up to date with information about new ranges, special offers and improvements to our website.

Professional Safety Services (UK) Ltd will not share your information with companies for their marketing purposes. If you decide you do not want to receive this marketing information you can request that we stop by writing to the Data Protection Officer or by calling direct on 01423 323 302, or the unsubscribe link within the email.

You may continue to receive mailings for a short period while your request is dealt with.

How long we keep your information?

If we collect your personal information, the length of time we retain it is determined by factors that include the purpose for which we use that information and our obligations under other laws.

We may need your personal information to establish, bring or defend legal claims. For this purpose, we will always retain your personal information for 7 years after the date it is no longer needed by us for any of the purposes listed under How we use your information above. The only exceptions to this are where:

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- the law requires us to hold your personal information for a longer period, or delete it sooner;
- you exercise your right to have the information erased (where it applies) and we do not need to hold it for any of the reasons permitted or required under the law;
- we bring or defend a legal claim or other proceedings during the period we retain your personal information, in which case we will retain your personal information until those proceedings have concluded and no further appeals are possible; or
- in limited cases, existing or future law or a court or regulator requires us to keep your personal information for a longer or shorter period.

What are your rights?

You are entitled to request the following from Professional Safety Services (UK) Ltd, these are called your Data Subject Rights and there is more information on these on the Information Commissioners website www.ico.org.uk

- Right of access – to request access to your personal information and information about how we process it.
- Right to rectification – to have your personal information corrected if it is inaccurate and to have incomplete personal information completed.
- Right to erasure (also known as the Right to be Forgotten) – to have your personal information erased. Contact us on 01423 323 302
- Right to restriction of processing – to restrict processing of your personal information.
- Right to data portability – to electronically move, copy or transfer your personal information in a standard form.
- Right to object – to object to processing of your personal information.
- Rights with regards to automated individual decision making, including profiling – rights relating to automated decision making, including profiling.