

**Privacy Policy**

Thank you for visiting our website. Below please find some important updates we are making to our privacy policy. If you have any questions or require any clarification, then please do not hesitate to contact us anytime.

Pri Serv Ltd is committed to respecting and protecting and your privacy. We have updated our Privacy Policy to comply with the new General Data Protection Regulation (“GDPR”) which comes into effect on 25th May 2018. We remain committed to safeguard your personal data and keep it safe. We also wish to clarify how, during the normal course of our business, we collect, share and retain personal information about all our contacts including: contractors, suppliers and our clients.

We may update this Statement from time to time to incorporate changes in our systems and processes and publish a new version on our website. You should check this page periodically to ensure you are happy with any changes to this policy.

**What data we collect and how we use it**

We may collect personal information from you in connection with a service or product provided to you by Pri Serv Ltd, including: your name, postal address, email address, telephone number and about your business such as Company Name and business sector. This information is stored in our computer systems and only accessible by authorised personnel and is password protected.

We may process your personal information that is provided to us in the normal course of the use of our services (“service data”). The service data may be processed for the purposes of operating our website, providing our services, ensuring the security of our website and services, maintaining back-ups of our databases and for communicating with you. The legal basis for collecting and processing this information is in our legitimate interests for the purpose of performance of our services to you, our customer. However, we will normally only collect personal information for the purposes of:

- where personal information is required to perform a contract;
- where processing is in our legitimate interests and not overridden by your rights;
- where we have your consent to do so.

We have a legitimate interest in operating our services and communicating with you in order to provide our services such as responding to your queries, providing information about our services and products or reporting results or providing marketing information. In some cases, we may also have a legal obligation to collect personal information from you or may otherwise need the personal information to protect your vital interests or those of another person.

**How we may share your information with third parties**

The third parties with whom we may need to share personal information to assist us to provide products and services to you and run our Website are:

- advisors;
- third party service providers who process information on our behalf to help run some of our internal business operations including email distribution, IT services, business support and customer services;
- independent debt recovery agencies or service providers, solicitors or other agents for the purpose of collecting monies due or outstanding on your account; and
- law enforcement agencies to comply with any legal obligation or court order.

**Retaining and deleting personal information**

The personal information that you provide to us will be retained by Pri Serv Ltd in accordance with applicable laws. We will nevertheless take reasonable steps to delete the personal information we hold if it is no longer needed for the purposes set out above. We may, however, retain your personal information where such retention is necessary for compliance with a legal obligation to which we are subject, or in order to protect your vital interests or the vital interests of another person, as deemed necessary.

**Marketing**

From time to time, we may send you information regarding products and services that we believe may be of interest to you or your business. You may receive such information by post, telephone or email. If, at any time, you prefer not to receive such communications from us in any or all forms (except in connection with information, products or services that you specifically request), then you have the right to inform us to stop such communications at any time.

**Your rights**

Below we have summarised the rights that you have under data protection law. Some of the rights are complex, and not all of the details have been included in our summaries. Accordingly, you should read the relevant laws and guidance from the regulatory authorities for a full explanation of these rights.

Your principal rights under data protection law are:

1. the right to access;
2. the right to rectification;
3. the right to erasure;

4. the right to restrict processing;
5. the right to object to processing;
6. the right to data portability;
7. the right to complain to a supervisory authority; and
8. the right to withdraw consent.

**Other Websites**

Our Website contains links to the sites of other third parties. We accept no responsibility or liability for the content of other websites which are not under Pri Serv Ltd strict control. We are not responsible for the protection and privacy of any information which you provide whilst visiting other websites and such sites are not governed by our Privacy Policy. We cannot control the content or the security of any third party websites. Linking to such websites is done at the user's own risk and we make no representations as to those third party websites' content. We cannot be held responsible for any loss or damage incurred by the user as a result of using third party websites. No links are intended to be, nor should be construed as, an endorsement of any kind by us of that other website.

You may not create a link to this website from another website or document without our prior written permission.

**Security**

Pri Serv Ltd places great importance on the security of all information associated with our customers. We invest in systems to protect your personal information, from loss, misuse, unauthorised access, modification or disclosure. For example, our security and privacy policies are periodically reviewed and enhanced as necessary and only authorised personnel have access to user information.

With regard to our Websites, we use secure server software (SSL) to encrypt financial information you input before it is sent to us. .However, no internet-based site can be 100% secure and Pri Serv Ltd cannot be held responsible for unauthorised or unintended access that is beyond our control. Although Pri Serv Ltd will do its best to protect your personal information, we cannot guarantee the security of your data sent over the internet or by email.

**Complaints Process**

If you have a complaint about how we have handle your personal information you may contact us using the details below and we will investigate your complaint. You also have the right to lodge a complaint with a supervisory authority (i.e. the ICO) once you have tried to resolve the issue with us.

**About Cookies**

A cookie is a file containing an identifier that is sent by a web server to a web browser and is stored by the browser. The identifier is then sent back to the server each time the browser requests a page from the server.

Our website uses cookies to provide you with an enhanced experience when you visit our website. It also provides details for how you can change your settings to block or delete cookies although this may impact your viewing and use of our website.

We use cookies only to tract user visits, therefore analysing data such as the numbers of visitors, their location (by country or region) and recording how long visitors stay on our website. Cookies DO NOT identify you as an individual, but simply tract your browsing patterns.

The viewing of the website and browsing automatically requires you to accept our Cookies Policy. When you enter into a transaction with Pri Serv Ltd you automatically accept our standard terms and conditions as attached on our website.

**Contact Us**

If you have any questions about this Privacy Policy, or you think we have incorrect information or you would like to request a copy of the information we hold about you, you can do so anytime. Your request should be made in writing to;

The Managing Director,  
Pri Serv Ltd  
20 First Avenue  
Bluebridge Industrial Estate  
HALSTEAD  
Essex  
CO9 2EX