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GDPR PRIVACY NOTICE

INTRODUCTION

This Privacy Policy applies to Pure Office Solutions Ltd inhouse procedures as well as owned and operated websites (www.pureofficesolutions.co.uk) and its subdomains (www.poscontractflooring.co.uk). Pure Office Solutions, ("we," or "us") knows that you care how information about you is used and shared. This Privacy Policy explains what information of yours will be collected by Pure Office Solutions Ltd when you contact us, purchase from us or access our websites, how the information will be used, and how you can control the collection, correction and/or deletion of information.

We will not use or share your information with anyone except as described in this Privacy Policy. This Privacy Policy does not apply to information we collect by other means (including offline) or from other sources.

The use of information collected shall be limited to the purposes under this Privacy Policy and our Terms of Service to customers.

INFORMATION CONTAINED WITHIN THIS PRIVACY NOTICE:

- Who are Pure Office Solutions Ltd?
- Policy statement
- What information do we collect?
- How do we use personal information?
- How do we share this information?
- How long do we keep your information for?
- Where do we store and process personal data?
- How can you manage the information we hold about you?

Please read through this privacy notice carefully and please do not hesitate to contact us with any questions or concerns about our privacy practices.

WHO WE ARE?

Pure Office Solutions Ltd

Registered Address: Unit 8, Trident Park, Poseidon Way, Leamington Spa, Warwickshire CV34 6SW

Company Registration Number: 747 9422

Data Protection Officer: Claire Bratton – Email: claire@pureofficesolutions.co.uk. Tel: 01926 468 668



POLICY STATEMENT

We, on behalf of all the individuals whose data we hold, promise to:

- Value all data entrusted to us and respect that trust
- Go further than the legal requirement and adopt best practice
- Always consider and address privacy needs first when planning to use or hold your information in new ways
- Be open about how we use your information and who we give it to
- Keep the personal information we hold to a minimum and delete it when we no longer need it
- Have effective safeguards to ensure your information is securely stored and does not fall into the wrong hands
- Provide training for all employees who handle personal information and treat it as a disciplinary matter if they don't look after your information properly

WHAT INFORMATION DO WE COLLECT?

We are the Data Controller for the following data types held by the organisation:

Customer Data including;

- Contact names,
- Job titles,
- Delivery and invoice addresses,
- Email addresses,
- Company contact telephone numbers
- Credit/Debit card transactions (where applicable)
- Order history

We hold Customer Data in order to fulfil our contractual obligations

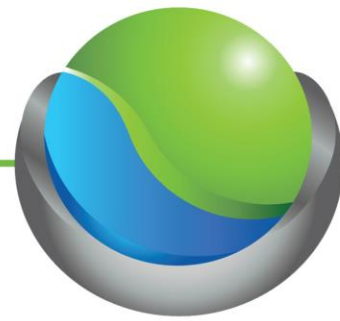
This information is collected during the initial quoting stage through to confirmed sale and making payments.

COOKIES

Cookies are small text files which are placed on your computer by websites you visit. They are widely used to make websites work, or run more efficiently, as well as to provide information to the website operator.

Our cookies aren't used to identify you personally. They're just used to make our site work better for you. You can manage and/or delete cookies: just web search instructions for the browser you use.

We use Google Analytics to collect information about how people use our site. We do this to make sure it's meeting its users' needs and to guide us in improving the site. Google Analytics stores information about what pages you visit, how long you are on the site, how you got here and what you click on. We do not collect or store your personal information (e.g. your name or address) so this information cannot be used to identify who you are.



HOW DO WE USE PERSONAL INFORMATION?

We will only process information that is necessary for the purpose for which it has been collected. You will always have the option not to receive marketing communications from us (and you can withdraw your consent or object at any time). We will never send you unsolicited email or communications or share your personal information with anyone else who might.

We comply with our obligations under the General Data Protection Regulation (GDPR) by keeping personal data up to date; by storing and destroying it securely; by not collecting or retaining excessive amounts of data; by protecting personal data from loss, misuse, unauthorised access and disclosure, and by ensuring that appropriate technical measures are in place to protect personal data.

The service-and business-related purposes for which we will use your data:

- Personalisation of content, business information or user experience
- Account set up and administration
- Delivering marketing and events communication
- Internal research and development purposes
- Providing goods and services
- Legal obligations (eg prevention of fraud)
- Meeting internal audit requirements

There are various bases on which we may use or process your personal information:

CONSENT

Where you have provided your consent, we may use and process your information to contact you from time to time about promotions, events, products, services or information which we think may be of interest to you. If we use your personal data for a new purpose, then we will provide you with a new notice explaining this new use prior to commencing the process and setting out the relevant purposes and processing conditions. Where and whenever necessary, we will seek your prior consent to the new processing.

You can withdraw your consent at any time by contacting us on the details provided within the 'How can you manage the information we hold about you?' section below or, in relation to any marketing messages you receive, by using the unsubscribe option included in those messages.

CONTRACTUAL PERFORMANCE

We may use and process your personal information where this is necessary to perform a contract with you and to fulfil and complete your orders, purchases and other transactions entered with us.

LEGITIMATE INTERESTS

We may use and process your personal information where it is necessary for us to carry out activities for which it is in our legitimate interests as a business to do so.



LEGAL OBLIGATION

We may process your personal information to comply with our legal requirements.

HOW DO WE SHARE THIS INFORMATION?

We do not sell your information to third parties. However, we may from time to time disclose your information to companies or organisations to which we pass the responsibility to handle services on our behalf.

We take steps to ensure that any third-party partners who handle your information comply with data protection legislation and protect your information just as we do. We only disclose personal information that is necessary for them to provide the service that they are undertaking on our behalf.

HOW LONG DO WE KEEP YOUR INFORMATION FOR?

We do not retain personal information in an identifiable format for longer than is necessary.

If we have a relationship with you, we hold your personal information for six years from the date our relationship ends. We hold your personal information for this period to establish, bring or defend legal claims.

Where we have obtained your personal information following a request for information on any of our products or services, we do not store it for more than twelve months, unless during that period we form a relationship with you. We hold your personal information for this period to give us an opportunity to form a relationship with you.

The only exceptions to the periods mentioned above are where:

- The law requires us to hold your personal information for a longer period, or delete it sooner;
- Where you have raised a complaint or concern regarding a product or service offered by us, in which case we will retain your information for a period of six years following the date of that complaint or query; or
- You exercise your right to have the information erased (where it applies) and we do not need to hold it in connection with any of the reasons permitted or required under the law (see further 'How can you manage the information we hold about you?');

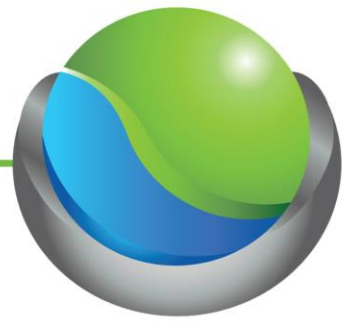
WHERE DO WE STORE AND PROCESS PERSONAL DATA?

All GDPR relevant data is stored digitally and is only available to employees of Pure Office Solutions Ltd with the relevant password identification in our secure network.

Our digital data systems are monitored through the respective third-party hosting:

- Docuware: <https://start.docuware.com/legal>
- Kashflow: <https://www.kashflow.com/privacy-policy/>

Data is not kept in paper form. All paper documents are scanned to the relevant digital system and shredded monthly by Box-It - <https://www.boxit.co.uk/company/gdpr/>



HOW CAN YOU MANAGE THE INFORMATION WE HOLD ABOUT YOU?

You have several rights in relation to your personal information under data protection law. In relation to most rights, we will ask you for information to confirm your identity and, where applicable, to help us search for your personal information.

You have the right to:

- Ask for a copy of the information that we hold about you;
- Correct and update your information;
- Withdraw your consent (where we rely on it);
- Object to our use of your information (where we rely on our legitimate interests to use your personal information) provided we do not have any continuing lawful reason to continue to use and process the information;
- Erase your information (or restrict the use of it), provided we do not have any continuing lawful reason to continue to use and process that information;
- Transfer your information in a structured data file (in a commonly used and machine-readable format), where we rely on your consent to use and process your personal information or need to process it in connection with your contract.

You can exercise the above rights and/or manage your information or if you have any specific data protection concerns or a complaint you can address it to us by contacting us using the details below:

Post: Pure Office Solutions Ltd,
Unit 8, Trident Park,
Poseidon Way,
Leamington Spa,
Warwickshire
CV34 6SW

Email: claire@pureofficesolutions.co.uk

Phone: 01926 468 668

If you have any complaint in relation to our use of your data, you have the right to lodge a complaint with the Information Commissioner's Office: contact information below:

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

Call: 0303 123 1113

Email: casework@ico.org.uk