

# Customer data privacy notice

## Overview

STQ Vantage (“we” or “us”) is committed to data protection and data privacy. With the General Data Protection Regulation (GDPR) becoming enforceable from 25 May 2018, we have undertaken a GDPR readiness programme to review our entire business, the way we handle data and the way in which we use it to provide our services and manage business operations.

We hold personal data on all our customers to perform vital internal functions. This notice details the personal data we may retain, process and share with third parties relating to your engagement with us and vital business operations. We are committed to ensuring that your information is secure, accurate and relevant. To prevent unauthorised access or disclosure, we have implemented suitable physical, electronic, and managerial procedures to safeguard and secure personal data we hold.

## Introduction

We have issued this notice to describe how we handle personal information that we hold about our customers (collectively referred to as "you").

We respect the privacy rights of individuals and are committed to handling personal information responsibly and in accordance with applicable law. This notice sets out the personal data that we collect and process about you, the purposes of the processing and the rights that you have in connection with it.

If you are in any doubt regarding this notice, please contact Jonathan Potter.

## Types of personal data we collect

During your engagement with us, we may process personal data about you and other individuals whose personal data has been provided to us.

The types of personal information we may process include, but are not limited to:

- Identification data – such as your name, gender.
- Contact details – such as business address, telephone/email addresses.

## Ways we collect your information

We collect your information in the following ways:

- When a purchase is made (payment details are NOT stored)
- When you contact us directly to request more information about a service or product that we offer.
- When you communicate with us either by phone, in writing, by email or in person

We may collect / store other sensitive personal information when appropriate:

- Information regarding personal circumstances where it effects the management of the block / development
- Death / marriage certificates
- Vehicle details
- Bank details
- Religion / ethnic origin

At times we may also obtain personal information from other sources as follows:

- Directors / Other Leaseholders
- Insurance providers

- Engineers / Contractors
- Debt collection company / Solicitors
- Authorities

## **Purpose of processing your information**

We will use your personal data with your consent to provide you with information on the product or service that you have requested such as;

- Managing customer-related activities such as providing products/services and marketing
- Email marketing – including newsletters, special offers, new products, company updates or information on trade shows and upcoming event information.
- Direct mail – occasionally we may send brochures or leaflets that may be of interest to you, in accordance with a purchase or enquiry you may have made.

## **Who we share your personal data with**

We take care to allow access to personal data only to those who require such access to perform their tasks and duties, and to third parties who have a legitimate purpose for accessing it. Whenever we permit a third party to access personal information, we will implement appropriate measures to ensure the data is used in a manner consistent with this notice and that the security and confidentiality of the data is maintained.

### **Transfers to third-parties**

From time to time we may liaise with third party providers to ensure execution of orders and account administration. Examples are:

Providing shipping information to 3rd party shippers (UPS, TNT etc) for quoting on and delivery of products

Credit checks, via industry standard credit checking agencies and references the customer provides when applying for an account

In exceptional circumstances, we may disclose your personal information if required by law or to defend ourselves or others against illegal or harmful activities.

## **How do we keep your personal information secure?**

We have appropriate security measures in place to prevent personal information from being accidentally lost or used or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine business need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality. We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator promptly of a suspected data security breach where we are legally required to do so.

## **Data retention**

Personal data will be stored in accordance with applicable laws and kept for as long as needed to carry out the purposes described in this notice or as otherwise required by law.

## Your rights

The right to be informed.

- The right of access.
- The right to rectification.
- The right to erasure.
- The right to restrict processing.
- The right to data portability.
- The right to object.
- Rights in relation to automated decision making and profiling.

We respond to all requests we receive from individuals wishing to exercise their data protection rights in accordance with applicable data protection laws. You can read more about these rights at:

<https://ico.org.uk/for-the-public/is-my-information-being-handled-correctly/>

If you no longer wish to receive email marketing from us, you can opt out at any time either of the following ways;

- Click the 'Unsubscribe' button at the bottom of any our mailers
- Email [safety@stqvantage.co.uk](mailto:safety@stqvantage.co.uk) and ask to be removed from the database.

## Issues and complaints

We try 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.

This notice was drafted with clarity in mind. It does not provide exhaustive detail of all aspects of our collection and use of personal information. However, we are happy to provide any additional information or explanation needed.

If you want to make a complaint about the way we have processed your personal information, you can contact the Information Commissioner's Office in their capacity as the statutory body which oversees data protection law – [www.ico.org.uk/concerns](http://www.ico.org.uk/concerns).

## Updates to this notice

This notice may be updated periodically to reflect any necessary changes in our privacy practices. In such cases, we will inform you by a company-wide email. We encourage you to check this notice periodically to be aware of the most recent version.

## Contact details

Please address any questions or requests relating to this notice to [safety@stqvantage.co.uk](mailto:safety@stqvantage.co.uk).