



ON CENTRE
SURVEYS

Client Privacy Policy

1. Introduction

References in this Policy to 'we', 'us', 'our' are also references to On Centres Surveys.

We have provided this Policy to explain our practices regarding the collection, use and other processing of information that identifies or could be used to identify you, our client. We respect and value the privacy of all those that we deal with and will only collect and use personal data in ways that are described here, and in a way that is consistent with our obligations and your rights under the law.

This Privacy Statement:

- Provides you with details about the personal data that we collect from you
- Explains how and why we collect and use your personal data
- Explains when and why we share personal data with other organisations
- Explains how long we hold your personal information
- Explains the rights and choices you have when it comes to your personal data

This policy applies to you if you contact us or we contact you or if you use our services.

We also have 'Privacy and Cookie Policy' which explains how we protect your personal data if you use our website <https://www.oncentre.co.uk/node/1816/>

2. What is Personal Data?

Personal data is defined by the General Data Protection Regulation (EU Regulations 2016/679) (the GDPR) as 'any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier'.

In simple terms 'Personal Data' is any information about you that enables you to be identified. Personal data covers your name and contact details, plus identification numbers, electronic location data and other online identifies.

3. Personal data we collect when you use our services

When you contact us you may provide us with:

- Your personal details, including your postal and billing addresses, email addresses, phone numbers and date of birth and title, plus forms of social media you may use.

On Centre Surveys Limited 2 Charles Court Budbrooke Road Warwick CV34 5LZ
Telephone: (01926) 494294 Email: info@oncentre.co.uk Web: www.oncentre.co.uk

Company Registered No. 1130051 in England VAT No. 273 4854 36

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- You may also provide us with your Job Title, Profession, payment information and bank details, information about your preferences and interests, plus CCTV footage if you attend our premises.

4. How and why we use your personal data

GDPR states we must have a lawful basis for using your personal data. This may be because the data is necessary for us to fulfil a contract with you, or because that data is necessary for our business interests.

Your personal data may be used for the following purposes:

- Supplying our services to you.
- Personalising and tailoring our services to meet your requirements
- Communicating with you, to ensure the smooth running of the contract
- Supplying you with information about our services

We will also hold customer and prospective customer data for marketing and promotional activities. We will use your data in the following ways:

- Storing your details and updating them as necessary on our database, so that we can contact you in relation to our services and information that may be of interest to you or your business.
- Keeping records of our conversations and meetings, to enable us to provide the correct services to you
- Processing your data for appropriate and relevant marketing

We may process the data of our customers and prospective customers for these purposes if we deem this to be necessary for our legitimate interests. Article 6(1)(f) of the GDPR provides that we can process your data where it "is necessary for the purposes of the legitimate interests pursued by us, except where such interests are overridden by the interests or fundamental rights or freedoms of you which require protection of personal data."

5. How do we share your data?

We will not share any of your personal data with any third parties for any purposes, except where it is necessary for the performance of a contract, such as a third party providing services on our behalf; or where we may be legally required to share certain personal data, which might include yours, if we are involved in legal proceedings or complying with legal obligations, a court order, or the instructions of a government authority.

6. How we protect your personal data

We take our responsibility for your personal information very seriously,

- We use safeguards such as data encryption when we transfer your data through our website and online applications using SSL (you see this as a padlock in your web browser and "https" in the website address).
- We may occasionally ask for proof of identity before we share your personal data with you.

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- We require our suppliers to uphold data protection regulations and have appropriate systems and practices in place to safeguard your information.

However, whilst we take appropriate technical and organisational measures to safeguard your personal data, please note that we cannot guarantee the security of any personal data that you transfer over the internet to us.

7. How long do we keep your personal information?

The length of time we keep your information will depend on what type of information you have provided and for what purpose. Once your information is no longer required we will either delete or anonymise your information (remove all personal identifiable information keeping only information needed for statistical purposes). If it is not possible to delete your data (for example, because the information has been stored in backup archives), then we will securely store your information and isolate it from any further use until deletion is possible.

8. Your rights and contacting us

You have the right to contact us and request full details of the personal information we have about you. We encourage you to keep your account information with us accurate and up to date and manage your preferences through the options provided when you are using our services.

If you believe your data is inaccurate or out of date you can contact us and request that it is updated. You can contact us and request that we restrict how we use your data or request that we delete your data. You can also contact us to object to us using your personal data.

If you would like a copy of the information we hold about you please write to:
Data Protection Officer
On Centre Surveys,
2 Charles Court, Budbrooke Road, Warwick, CV34 5LZ
Or email info@oncentre.co.uk
We will respond within 30 days.

If you wish to make a complaint about how we have handled your data you can also contact our Data Protection Officer at the address above who will investigate your complaint.

If this does not resolve your issue you can complain to the Information Commissioner's Office (ICO).

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