

Privacy Policy

Method Safety and Security Ltd and its group companies (=Method) is committed to protecting and respecting your personal data.

Our 'Privacy Policy' explains:

- What data we process and the grounds on which we process that data
- How long we hold your data and how we keep it secure
- Who has access to your data and the conditions under which we may disclose it to others
- How you can access, update and delete your data

Who are we?

Method is the 'Controller' of the personal data that you provide to us. Our registered office is Method House, 3 Davis Crescent, Hitchin, Hertfordshire SG5 3RB.

How to contact us about data privacy

Any questions regarding this 'Privacy Policy' and our privacy practices should be sent by email to support@methodsands.com or in writing to Method Safety and Security Ltd., Method House, 3 Davis Crescent, Hitchin, Hertfordshire SG5 3RB.

What data do we process and why?

We process your data to service your business requirements either on the grounds of our contractual obligations to you or through our legitimate interests to develop and grow our business to

- respond to your enquiries
- carry out our obligations arising from any contracts entered into by you and us
- confirm information supplied by you, with your nominated references, as part of a training course application process
- seek your views or comments on the services we provide
- update you with changes to our services and business
- send you marketing communications that may be of interest to you

Your personal data will include your name, job title, organisation, contact phone number(s), email address, billing and delivery address, contact details, related purchases and related contact information.

We do not collect or process any personal data we consider to be "Sensitive".

How long do we keep your data?

If you purchase training, consultancy or other services from us, then under UK company law we are required to keep your basic personal data (name, address, contact details) for a minimum of 6 years, after which time it can be erased on your request. We will hold your personal information on our systems indefinitely for marketing purposes or until you notify us that you no longer wish us to do so, unless your request contradicts our statutory obligations.

Who has access to your data?

Your data is held securely and is exclusively used for =Method business purposes only.

We allow access to your personal data only to those employees and partners who have a business need to know such data. They will only process your personal data on our instructions, and they must keep it confidential.

We may have to share your personal data with some of our IT and system administration services to facilitate purchasing, invoicing and marketing communications. We may also be required to disclose your data to third party certification bodies. We will not, under any circumstances share, sell or rent your personal data to third parties.

How you can access, update and delete your information?

You have the right to ask for a copy of the data we hold about you. You can request a copy of this data at any time by contacting us directly. We will, where possible, supply your personal data in a suitable format within 30 days.

If your personal data changes, we will be happy to update it should you inform us of the change.

If you would like us to delete your personal data from our systems, then where possible (if not required for statutory or contractual requirements) we will do so within 30 days and provide confirmation that your data has been removed from our systems. To request that your personal data is erased from our systems, please contact us directly.

Security of your data

We have in place measures to protect your personal data from being accidentally lost and used, disclosed or accessed without authorisation.

Should our systems and your data be breached, then we will notify you of a breach in compliance with our legal and statutory obligations.

Restricting marketing communications

You have a choice about whether or not you wish to receive marketing information or service notifications from us, and you can withdraw this consent at any time by unsubscribing from marketing communications or by contacting us directly. We aim to cease the delivery of all marketing communications to you immediately on receipt on your objection or un-subscription. If

you opt out of receiving marketing communications, this does not apply to personal data provided as the result of other transactions, such as purchases, training course registrations etc.

Cookies

Our website uses 'Cookies' to collect statistical data about your browsing activities. They do not identify you as an individual.

Links from us to other websites

In order to provide you with further information or additional reference points, our website may contain links to other websites run by other organisations.

Please be aware, that we are not responsible for the protection and privacy of your information which you provide whilst visiting other websites and such sites are not governed by this Privacy Policy. You should exercise caution and look at the privacy statement applicable to the website in question.

Complaints procedure

Please let us know if you are unhappy with how we have used your data. You can contact us using the details provided in this Policy.

If you are not satisfied with our response or believe we are not processing your personal data in accordance with the law, you can complain to the Information Commissioner's Office (ICO). Find out on their website how to [report a concern](#).

Signed on behalf of Method Safety and Security Ltd and group companies



Dil Wetherill – Managing Director

Date 18th February 2019