



Introduction

Acol, is committed to meeting its Data Protection obligations and ensuring the protection and security of all personal information within our control. This Privacy Policy has been published online to explain how we use the personal information that we collect and process as a business, and outline the procedures which are in place to safeguard your privacy.

Should we ask you to provide any information by which you can be identified making an e-mail enquiry or visiting our website, or through a relationship with us, you can be assured that it will only be used in accordance with this privacy statement.

In regard to our business, the operation of this website, and our e-marketing and other associated marketing activities, Acol will continue to manage our client data and be compliant with General Data Protection Regulations (GDPR).

Acol is a data controller; our registered office is at Unit 3, Lake Farm Business Estate, Allington Lane, Fair Oak, Hampshire, SO50 7DD; and we are currently registered with the Information Commissioner.

What types of data do we collect and hold?

The personal data that we hold about you will be specific to your relationship with Acol, but may include some or all of the following:

- Personal identifiers: such as your name, gender, and title;
- Contact information: such as your work address, work email, work telephone number;
- Business information including current and previous employers where we have a long term relationship with you;
- Information to assist us to verify your identity;
- Information you provide to us as part of our services, or when you contact us directly;
- Personal contact information for our private clients;
- Information about your visits to our website, and engagement with our online information services;
- Information collected as part of our recruitment and employment practices (which is managed under a different policy which we will make available to all candidates);
- We hold and process information about our employees and candidates for positions with us under a separate privacy notice.

How do we collect personal data?

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What do we use personal data for?

Our primary use of personal information is to enable us to deliver services to our clients and their customers. Where we have a contract with you, or your employer it is necessary for us to process certain personal data to deliver that contract and provide our services.

We also use personal information for our legitimate business interests in monitoring, developing and promoting our products and services. To do this we perform a number of administrative tasks including confirming identity of those we are contracting with; dealing with feedback or complaints; managing invitations and registrations for corporate events, publicising our services; supporting quality and risk management reviews; administrating our website and reviewing the efficacy of our online services and communications, and to monitor or enforce our terms and conditions or user policies.

Communicating with you: We also use your personal information to offer you service updates or information on our other services that we think will be of interest to you. From time to time, we may also use your information to contact you for market research purposes.

We may contact you by email, post or via the telephone. If you do not wish to receive these communications, please let us know by contacting dpo@acolcleaning.co.uk

We rely on one or more of the following lawful conditions to process your personal identifiable data:

- To perform our obligations under a client engagement that we have with you, or that we may have with a third party (such as a landlord or managing agent)
- To satisfy a legal or regulatory obligations that we are obliged to meet;
- To deliver our legitimate business interests in the effective performance of our services; and developing new contacts for marketing and business development (and we will take steps to mitigate the impact on an individual's privacy in pursuing these interests);
- Where there are no other lawful conditions, we may process information with your consent.

Sharing personal data with third parties

Acol does not sell, trade, or rent any personal information to other organisations.

Most of our business activities are conducted inhouse. Where we work with external suppliers, to provide our IT support services, for telephone campaigns, mailing activities or hosting events, we ensure that we have a contract in place to require our suppliers to treat your personal data appropriately. We check that our suppliers have appropriate policies and

procedures, keep your information confidential, only use it in accordance with our instructions.

We may disclose personal information to third parties in the following circumstances:

- When explicitly requested by you;
- When required to deliver publications or reference materials as requested by you;
- Where necessary to facilitate events hosted by us or a third party;
- For our regulatory compliance purposes.

We may also disclose your personal information to law enforcement, regulatory and other government agencies and to professional bodies and other third parties, as required by and/or in accordance with applicable law or regulation, or where our assets are acquired by a third party.

Although we do not routinely transfer personal information outside the European Economic Area (EEA), we may be required to transfer your personal data to provide you with a specific service at your request, or to our partners or suppliers if they are based outside of the EEA. Where this is the case, we will make sure that they agree to: keep it secure; apply the same levels of protection as we are required to apply to information held in the UK, and to use it only for the purpose of providing the service to us. By submitting your personal data, you acknowledge this transfer, storing or processing.

Storing and retaining personal information

We will hold your personal information on our systems for as long as it is necessary for the purpose for which it was collected. Information on client files is stored for up to 10 years following completion of an engagement, and we will review this retention periodically.

Acol treats all personal information and confidential; we train our staff to treat all personal information the same way. Where we record your information electronically we have implemented accepted standards of organisational and technical security measures to protect and secure it; For example, using secure passwords; ensuring our staff are trained, and only recording the minimum data sets necessary to complete a specific task.

Your rights under the protection law

As an individual you have a number of rights under the relevant data protection laws, including:

- The right to request from us access to your own personal information;
- The right to ask us not to process your personal data for direct marketing;
- The right to request any inaccurate information we hold about you is corrected;
- The right to request your information is deleted in certain circumstances;
- A right to request that we stop using your personal information for certain purposes;
- A request to request that decisions are not taken by wholly automated means.

These rights may be limited to certain defined circumstances and we may not be able to comply with your request. If you request to exercise these rights, we aim to respond to you within one month. We will not charge a fee for dealing with your request. If you wish to receive a copy of your personal data or exercise these rights, please write to DPO, Acol Cleaning & Hygiene Ltd, Unit 3, Lake Farm Business Estate, Allington Lane, Fair Oak, Hampshire, SO50 7DD

If you are ever dissatisfied with how we are using your personal information or if you wish to complain about how we have handled a request, then please contact dpo@acolcleaning.co.uk and we will try to resolve any issues. However, you also have the right to complain to the Information Commissioner's Office, which is the statutory regulator for data protection law. Details of how to complain to the ICO can be found at <https://ico.org.uk/concerns/>.

Cookies

Cookies are small pieces of information which are stored by your browser on your computer's hard drive. Acol use cookies on their site to reduce the need to re-enter personal data when submitting information. You can set your browser to alert you prior to accepting cookies.

Third party websites

From time to time we may include links to third party websites that are not controlled or managed by Acol, and which do not operate under this privacy notice. We would encourage you to check the privacy notice for each additional website that you may visit.

Changes to this privacy notice

Any changes we may make to our privacy notice in the future will be posted on this page. Please check back frequently to see any updates or changes to our privacy notice.

This policy is effective from 15th January 2020