



# Privacy Policy Statement

## 1.0 How will we use your personal data?

Your personal data will only be used in compliance with the Data Protection laws

- We will obtain and process the information fairly.
- We will only keep it for one or more specified and lawful purposes.
- We will only process it only in ways compatible with the purposes for which you gave it to us initially.
- We will keep it safe and secure.
- We will keep it accurate and up to date.
- We will ensure that it is adequate, relevant and not excessive.
- We will keep it no longer than is necessary for the specified purpose or purposes.
- We will give a copy of his/her personal data to any individual, on request.

## 2.0 How do we ensure the security of your personal data?

- We have put security systems in place to prevent a breach of security leading to the destruction, loss, alteration, unauthorised disclosure of, or access to, personal data.
- We limit access to your data to approved employees, contractors and third parties who are subject to confidentiality agreements and have been trained in data protection.
- We have procedures in place to deal with any suspected security breaches and will keep you informed as legally required.
- In addition, we are accredited / working to the ISO27001:2017 information security standard.

## 3.0 What personal data do we hold about you?

In order to provide our products and services we may collect the following types of data:

- Contact details, name address, phone number, email address, IP address.
- Financial details where there is a need to process payments
- CCTV images if you visit our site.

## 4.0 How do we collect this data?

- Corresponding through telephone, letter, email or other means.
- Through 'Contact us' on our website
- Through applying for a product service
- Through our discussion with our authorised representatives
- We may automatically collect technical information such as IP address if you use our website.
- We receive information from third parties who are authorised to have your contact information in order to provide products or services which they have contracted to us.

## 5.0 How do we use this data?

- To perform the contract, we have entered in with you.
- To provide the service and products you have requested.
- To perform the contract, we have entered into with a third party who legitimately holds your personal data and has informed you that they do work with third party contractors.
- To comply with a legal obligation.
- Where it is necessary for our legitimate interests.
- Where we have obtained your specific written consent to do so.

## 6.0 Who do we share your data with?

- We may have to share your data with third parties such as outsourcing partners and contractors.
- Those third parties will always be required to comply with data protection legislation and details of these third parties would be available on request.



### 7.0 Transferring information outside the EU

- Your data is not transferred outside the EU.
- We transfer the data we keep to the following countries outside the EU.

### 8.0 How long will we keep your data?

- **Customers** - We may keep your data for as long as you are a customer of JSM. Thereafter we may keep your data for up to 7 years to enable us to respond to questions and complaints and to maintain legally required records. We may keep your data for longer than 7 years if we cannot delete it for legal, regulatory or technical reasons.
- **Visitors to Site** - We will keep CCTV images for up to 45 days after which they will automatically be deleted.
- **Other** – We will determine an appropriate retention period based on the type of data we hold which will only be for as long as we have legal reason or legitimate interest.

### 9.0 Your rights in connection with this data

- You have the right to request access to personal data, whether we process your data, what data we hold and how we use it.
- You have the right to request correction of personal data where the information we hold on you is inaccurate.
- You have the right to request we stop using your personal data purpose if you no longer wish us to process data for its original purpose unless we have a legal reason or legitimate interest for continuing to do so.
- You have the right to request erasure of personal data unless we have a legal reason or legitimate interest in continuing to hold your personal data.
- You have the right to withdraw consent our processing of your personal data where you have previously given explicit consent and we have no legal reason or legitimate interest in doing so.

### 10.0 How do you exercise your rights?

- Please contact us in writing via [enquires@jsmgroup.com](mailto:enquires@jsmgroup.com) or **JSM Group, Sterling House, Potters Bar, Hertfordshire, EN6 3AR**

### 11.0 Right to Complain

You have the right to make a complaint at any time to the ICO, the UK supervisory body for data protection. Their contact details are: -

- **Website:** <https://ico.org.uk/concerns/>
- **Telephone no:** 0303 123 1113
- **Address:** Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

**If you have any queries, please contact us at the above addresses or via telephone on 01992 788 019.**

Signature... *Stuart Wiltshire*..... Date 13 August 2021

**Stuart Wiltshire**  
**Managing Director**