



INTEGRATED PEST MANAGEMENT LTD



**RSA Island Centre
Unit 51
Island Centre Way
Enfield Lock
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EN3 6GS**

**Tel: 01992 763 776
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www.ipmpestcontrol.co.uk
office@ipmpestcontrol.co.uk

Integrated Pest Management Ltd Privacy Policy (GDPR)

This policy applies to the following business:

(Integrated Pest Management Ltd - Registered in England and Wales No. 4811706)

(Registered office: Unit 51, Island Centre Way, Enfield Lock, Middlesex, EN3 6GS)

The data protection officer for Integrated Pest Management Ltd is Mrs Kathryn Turner, (Company Secretary) who can be contacted at the above address or by emailing dataprivacy@ipmpestcontrol.co.uk or by calling **01992 763 776**.

This privacy policy explains how we use any personal information we collect about you when you use our website or wider services.

By using the website and our wider services you consent to this policy. Integrated Pest Management Ltd are not required to register with the Information Commissioner's Office for this purpose.

Information we collect

We will only collect personal data via our website or via our customer service-desk if it is directly provided to us by you the user, e.g. your e-mail address, name, home or work address and telephone number, and therefore has been provided by you with your consent. Normally you will only provide such details if you wish to use our wider resources or are making a purchase from us.

We also use analytical and statistical tools that monitor details of your visits to our website and the resources that you access, including, but not limited to, traffic data, location data, weblogs and other communication data (but this data will not identify you personally).

Use of your information

We may hold and process personal data that you provide to us in accordance with the DPA and GDPR.

The information that we collect and store relating to you is primarily used to enable us to provide our services to you, and to meet our contractual commitments to you. In addition, we may use the information for the following purposes:

To notify you about any changes to our website, such as improvements or service/product changes, that may affect our service:

- If you are an existing customer, we may contact you with information about goods and services similar to those that were the subject of a previous sale to you.
- Where you have consented to receive our e-newsletters, from time to time to provide that to you.

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VAT Reg: 766 0181 30





Disclosure of your information

We may disclose your information to regulatory bodies to enable us to comply with the law and to assist fraud protection and minimise credit risk.

We will not share your data to third parties for marketing purposes.

Controlling the use of your data

If you do not want us to hold any of your data, you can do so by writing to us at our office address as detailed, or by email at dataprivacy@ipmpestcontrol.co.uk or by calling us on **01992 763 776**.

Where we store and transfer your data

As part of the services offered to you, for example through our merchant credit card provider (Worldpay) the information you provide to us may be transferred to and stored in countries outside of the European Economic Area (EEA) as we use remote server hosts to provide to implement this service, which may be based outside of the EEA, or use servers based outside of the EEA - this is generally the nature of data stored in "the Cloud". It may also be processed by staff operating outside the EEA who work for one of our suppliers, or work for us when temporarily outside of the EEA.

Our primary servers for email and our electronic reporting systems are located within the EEA. A transfer of your personal data may happen if any of our servers are located in a country outside of the EEA or one of our service providers is located in a country outside of the EEA. If we transfer or store your personal data outside the EEA in this way, we will take steps with the aim of ensuring that your privacy rights continue to be protected under GDPR, as outlined in this privacy policy and in accordance with the DPA and GDPR. If you use our service while *you* are outside the EEA, your personal data may be transferred outside the EEA in order to provide you with these services.

We do not use or disclose sensitive personal data, such as race, religion, or political affiliations

We may disclose your personal data outside of our group: (a) in the event that we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets; and (b) if Integrated Pest Management Ltd business is bought by a third party, in which case personal data held by it about its customers will be one of the assets to transfer to the buyer. However, any such transfer will only be on terms that the confidentiality of your personal data is protected and that the terms of this privacy policy will continue to be complied with by the recipient.

Otherwise, we will process, disclose or share your personal data only if required to do so by law or in the good faith belief that such action is necessary to comply with legal requirements or legal process served on us or the website.



Data Processors / Data Controllers

Integrated Pest Management Ltd act as 'Data Controllers'. The following are third party 'Data Processors' which will be used in order for Integrated Pest Management Ltd to provide our wider services to you:

Service Tracker (Sales Force)

The information stored on this system will include:

- Name and address
- Email address
- Telephone number
- Appointment times
- Nature of infestation (pest)

Worldpay

The information stored on this system will include:

- Name and address
- Email address
- Telephone number
- Credit card details

*Integrated Pest Management Ltd **WILL NOT** store any credit card payment details*

Security

The transmission of information via the Internet or email is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of data while you are transmitting it to our site; any such transmission is at your own risk. Once we have received your personal data, we will use strict procedures and security features to try to prevent unauthorised access. Integrated Pest Management Ltd, hold **Cyber Safety Essentials Certification** which is reviewed annually.

Where we have given you (or where you have chosen) a password so that you can access certain parts of our site, you are responsible for keeping this password confidential. You should choose a password that is difficult for someone to replicate.

Third party links

You might find links to third party websites on our website. These websites should have their own privacy policies, which you should check. We do not accept any responsibility or liability for their policies whatsoever as we have no control over them.



Use of cookies

Our Website uses cookies. We use cookies to gather information about your computer for our services and to provide statistical information regarding the use of our Website. Such information will not identify you personally - it is statistical data about our visitors and their use of our Website. This statistical data does not identify any personal details whatsoever. We may also gather information about your general Internet use by using a cookie file. Where used, these cookies are downloaded to your computer automatically. This cookie file is stored on the hard drive of your computer, as cookies contain information that is transferred to your computer's hard drive. They help us to improve our Website and the service that we provide to you. All computers have the ability to decline cookies. This can be done by activating the setting on your browser which enables you to decline the cookies. Please note that should you choose to decline cookies, you may be unable to access particular parts of our Website. Where we work with advertisers on our Website, our advertisers may also use cookies, over which we have no control. Such cookies (if used) would be downloaded once you click on advertisements on our Website.

Your rights

The DPA and GDPR give you the right to access information held about you by us. Please write or contact us by email if you wish to request confirmation of what personal information we hold relating to you. You can write to us at our office address as detailed or by email to dataprivacy@ipmpestcontrol.co.uk. There is no charge for requesting information of your personal data that we may hold. We will provide this information within one month of your request.

You have the right to change the permissions that you have given us in relation to how we may use your data. You also have the right to request that we cease using your data or that we delete all personal data records that we hold relating to you. You can exercise these rights at any time by writing to us at our office address as detailed or by email to dataprivacy@ipmpestcontrol.co.uk

Changes to this policy

We may update these policies to reflect changes to the website and customer feedback. Please regularly review these policies to be informed of how we are protecting your personal data.

We welcome any queries, comments or requests you may have regarding this Privacy Policy. Please do not hesitate to contact us at Integrated Pest Management Ltd, Unit 51 Island Centre Way, RSA Island Village, EN3 6GS or by emailing dataprivacy@ipmpestcontrol.co.uk

Mrs Kathryn Turner

A handwritten signature in black ink that reads 'Kathryn Turner'.

Company Secretary
Integrated Pest Management Ltd

Date: 15th May 2018