

## LAC Services (East Anglia) Ltd : Data Privacy Notice (May 2018)

LAC Services (East Anglia) Ltd takes your privacy very seriously. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it. The rules on processing of personal data are set out in the General Data Protection Regulation (the "GDPR").

LAC Services (East Anglia) Ltd is the data controller. This means we decide how your personal data is processed and for what purposes. Our contact details are: 5 Eastern Way, Bury St Edmunds Suffolk IP32 7AB United Kingdom.

For all data matters contact Darren Carter at this address or by email through [enquiries@lacservices.co.uk](mailto:enquiries@lacservices.co.uk).

We use your personal data for the following purposes:

To communicate in line with:

- the fulfilment of any contract or service;
- the internal processes of our company;
- the purchase of our products or services;
- to meet our warranty obligations;
- the promotion of our company and its work.

We process the following categories of your data:

**Personal data:** Such as Title, Name, Address, Telephone number/s, Email Address, On-line presence, Images, Specific Requests, other Affiliations. Internet Cookies are only used as generic session identifiers when visiting our website.

**Business data:** such as your trading address and contact numbers related to our business conduct with you.

We have obtained your personal data from you directly and/or publicly accessible sources such as the internet or publications.

Our lawful basis for processing your general and personal data is:

Consent that you will have given us either by email, or other written permission;

General processing necessary for the performance of an existing contract or to take steps to enter into a new contract or service;

General processing in respect of ongoing business transactions and the fulfilling of warranty commitments.

Your personal data will be treated as strictly confidential by LAC Services (East Anglia) Ltd and will only be shared with a third party on the basis of contractual involvement and for the durations of that contract or service. We do not sell or pass on data to any third-party outside those circumstances. Your data will be stored only in the UK and client confidentiality is assured.

We only retain your data for the following purposes and use the following criteria to determine how long to retain your personal data:

Invoicing related details will be held for 7 years to meet HMRC requirements;

General email and correspondence will be held until one year after final correspondence in the case of enquiries;

Personal data relating to warranty obligations and servicing ours and other products will be held for 3 years after the duration of the service;

Images of completed work or work in progress may be held indefinitely and used for promotional purposes but we will seek your permission in advance of any use in which you are not anonymous;

With your permission, to make you aware of beneficial additional services or improvements in line with safety-related products.

Unless subject to an exemption under the GDPR, you have the following rights with respect to your personal data:

The right to request a copy of the personal data which we hold about you;

The right to request that we correct any personal data if it is found to be inaccurate or out of date;

The right to request your personal data is erased where it is no longer necessary to retain such data;

The right to request that we provide you with your personal data and where possible, to transmit that data directly to another data controller, (known as the right to data portability), (where applicable *i.e.* where the processing is based on consent or is necessary for the performance of a contract with the data subject and where the data controller processes the data by automated means);

The right, where there is a dispute in relation to the accuracy or processing of your personal data, to request a restriction is placed on further processing;

The right to object to the processing of personal data, (where applicable *i.e.* where processing is based on legitimate interests (or the performance of a task in the public interest/exercise of official authority); direct marketing and processing for the purposes of scientific/historical research and statistics).

If we wish to use your personal data for a new purpose, not covered by this Data Privacy Notice, then we will provide you with a new notice explaining this new use prior to commencing the processing and setting out the relevant purposes and processing conditions. Any changes we may make to our privacy policy in the future will be posted on our website and, where appropriate, notified to you by e-mail or letter.

To exercise all relevant rights, queries or complaints please in the first instance contact our Data Representative Darren Carter at our head office address of: 5 Eastern Way, Bury St Edmunds, Suffolk IP32 7AB United Kingdom or by email at [enquiries@lacservices.co.uk](mailto:enquiries@lacservices.co.uk).

If this does not resolve your complaint to your satisfaction, you have the right to lodge a complaint with the Information Commissioners Office on 0303 123 1113 or via email <https://ico.org.uk/global/contact-us/email> or at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF, England.