

GPL Solutions Ltd

Privacy Policy

GPL Solutions td is committed to protecting and respecting your privacy.

This policy (together with our terms of use and any other documents referred to on it) sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us.

On 25<sup>th</sup> May 2018 the General Data Protection Regulation ((EU) 2016/679 (GDPR) came into effect in the UK. This gives data subjects (living individuals in respect of whom personal data is processed) enhanced rights and protections in relation to their personal data. We are committed to safeguarding the privacy of the users of our services. Therefore we have updated our Privacy Policy so we are completely clear as to what personal data we collect, why we collect it and how we handle it.

We are the Data Controller (as that term is defined in the data protection legislation). In some cases we process personal data about individuals in order to supply services to our business customers. Where we process personal data on behalf of a business customer, the business customer will be data controller of that personal data and such personal data will be processed in accordance with the privacy policy of that business customer. In those circumstances, we will be a data processor of such personal data (as that term is defined in the data protection legislation). As a data processor we are still required to process the personal data in accordance with the data protection legislation, and this privacy policy explains how we do this.

Please read this privacy policy carefully. By visiting our website ([www.gplsolutions.co.uk](http://www.gplsolutions.co.uk)) you are accepting and consenting to the practices described in this policy.

### 1. What information do we collect from you?

We may process the following information from you.

#### 1.1 Information you give us

Personal data you might supply to us	How and Why we process your personal data
<b>Account Information:</b> Information about you which relates to your or your employer's account with us. This information may include your name, your email address and your telephone and/or mobile number.	We will process the data to maintain your account with us, to provide our services to you, to communicate with you and to back up our database. The reason we process the data is to ensure the proper administration of your account and our business and, where you have entered into a contract with us, for the purpose of fulfilling our contract with you.
<b>Communication Data:</b> If you communicate with us, we may process the information contained in your communication. This information may include your name and contact information, the content of your communication and any metadata our website generates where you communicate with us using the contact form available on our website.	We will process that information so we can correspond with you and keep records of such correspondence. The reason we are processing this data is to ensure the proper administration of our business (our legitimate interest)
<b>Regulatory Data:</b> We may process your data if we need to do so in order to comply with our legal and/or regulatory obligations, so that we can protect the vital interests of you/ another natural person	The reason we process such data is to protect the vital interests of you or another natural person.

## 1.2 Information we collect about you.

With regards to each of your visits to our website we will automatically collect the following information:

a) Technical information relating the Internet Protocol (IP) address used to connect your computer to the internet, your login information, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform. We will obtain this data through our analytics tracking system. We process this data so we can monitor and analyse how our website is used so we can improve our website and the products/ services we offer.

b) Information about your visit, including the full Uniform Resource Locator (URL), clickstream to, through and from our website (including data and time), products/ services you viewed or searched for, page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks and mouse-overs), methods used to browse away from the page. We process this data so we can monitor and analyse how our website is used so we can improve our website and our products/services.

## 2. Cookies

Our website uses cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website and also allows us to improve our website. A cookie is a small piece of information sent by a web server to a web browser, which enables the server to collect information from the browser. To find out more information about cookies, including how to see what cookies have been set and how to manage and delete them, go to [www.allaboutcookies.org](http://www.allaboutcookies.org).

We use Google Analytics cookies on our website. This cookie is used to collect information about how visitors use our site. We use the information to compile reports and to help us improve the site. The cookie collects information anonymously, including details about the number of visitors to our website, where visitors have come to the website from and the pages they visited.

Most web browsers allow some control of most cookies through the browser settings. If you want to know how to do this please look at the menu on your browser, or look at the instructions on [www.allaboutcookies.org](http://www.allaboutcookies.org).

You may set up your computer to reject cookies although, in that case, you may not be able to use certain features on our website.

To opt-out of being tracked by Google Analytics across all websites visit <http://tools.google.com/dlpage/gooptout>.

## 3. When will we disclose your personal data to others?

We will never sell, distribute or lease your personal information to any third parties.

## 4. Where do we store your personal data?

All information you provide to us is stored on our secure servers. Where we have given you (or where you have chosen) a password which enables you to access certain parts of our site, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

Unfortunately the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, and we will maintain appropriate technical and organisation measures to protect your personal data, we cannot guarantee the security of your data transmitted to our website; any security features to try to prevent unauthorised access. Some of the specific measures we use to keep your personal data safe and secure include encryption technology, amongst other things.

## 5. Storage and deletion of personal data

a) Any personal data that we process will be deleted from our systems once we have completed the purpose for which we were processing the personal data. In some cases, the purpose for which we are processing your personal data will last for a considerable period (for example if you are a long term customer of ours, we will need to store your data until our relationship with you comes to an end).

b) We will determine the period for which we need to retain your data, acting reasonably, and taking into consideration a number of factors such as your relationship with us, your engagement with us, and the fulfilment of contracts we have with you.

c) We may need to retain your personal data where this is necessary to comply with our legal or regulatory obligations, or to protect the vital interest of another natural person.

## **6. Data Security**

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal data at our instruction and they are a subject to a duty of confidentiality.

We have also put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

## **7. Your rights**

7.1 Under data protection laws you have the following fundamental rights:

- a) The right to access the personal data we hold about you;
- b) The right to have your personal data corrected if there are errors or inaccuracies in it, or your personal data is incomplete;
- c) The right to restrict the processing we carry out in relation to your personal data;
- d) The right to object to the processing we carry out in relation to your personal data;
- e) The right to have the personal data we hold about you provided to you in a useable format;
- f) The right to complain to a supervisory authority (in the UK this is the information Commissioner's Office) about how and/or why we are processing your personal data;
- g) The right to tell us you no longer consent to us processing your personal data.

7.2 You can ask us to provide you with details of any personal data we hold about you. After 25<sup>th</sup> May 2018 you do not have to pay us a fee to access your personal data unless we believe your access request is unfounded, repetitive or excessive. In this case we may charge you a reasonable fee to access your personal data or we may decide not to comply with your request. We will notify you if this is the case. We will require you to provide appropriate evidence of your identity before we respond to your request. Typically this identification evidence will be a photocopy of your passport or photo driving licence, which a solicitor or bank has certified as being a true copy of the original and a copy of a recent utility bill detailing your current address.

7.3 If you think that any of the data we hold about you is incorrect or inaccurate, you can contact us to correct such data. Please contact us at [enquires@gplsolutions.co.uk](mailto:enquires@gplsolutions.co.uk) for these purposes.

## **8. Changes to our privacy policy**

Any changes to our privacy policy in the future will be posted on this page. Please check back frequently to this page to see the latest updates/changes to our privacy policy.

## **9. Information about us**

This privacy policy relates to GPL solutions Ltd

## **10. Any questions?**

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to:

GPL solutions Ltd, The Stone Yard, Scrubbs Lane, Shilton, Oxon OX18 4AW