



GDPR - PRIVACY NOTICE

'GDPR / PRIVACY POLICY'

What is the purpose of this notice?

To describe how we collect and use personal data about you in accordance with the General Data Protection Regulation (GDPR).

What we need

Secure Solutions Group will be what's known as the "Controller" of the personal data you provide to us. We only collect personal data about you for its intended purpose (below) which does not include any special categories of personal information about you (known as Special Category Data). This does however include information such as your name, address, e-mail, telephone number, and financial information for payment. For people we engage with, we also collect other data such as social and work, identity documents and qualifications.

Why we need it

We need to collect your personal data to ensure we know who we are engaging with, and to keep able to keep in touch. We may need to ensure legal compliance, such as (not exhaustive); health and safety and incident reporting, for insurance purposes and HR compliance like your right to work in the UK. Additionally, due to the nature of our work, we need to collect personal data to verify identity, perform various checks (with your express permission) and to ultimately safeguard service users. We also need to collect data for auditing purposes by us, relevant authorities, governing bodies, our clients and any end client.

We will not collect any personal data from you that we do not need.

What we do with it

We only ever use your personal data with your consent, or where it is necessary:

- to enter into, or perform, a contract with you
- to comply with a legal duty or compliance
- to protect your vital interests
- for our own (or a third party's) lawful interests, provided your rights don't override these.

In any event, we'll only use your information for the purpose or purposes it was collected for (or for closely related purposes).

We may process personal information for certain legitimate business purposes, which include some or all of the following:

- where the processing enables us to enhance, modify, personalise or otherwise improve our services/communications for the benefit of our customers
- to identify and prevent fraud
- to enhance the security of our network and information systems
- to provide communications which we think will be of interest to you
- to better understand how people interact with us
- to determine the effectiveness of our service and engagement.

Whenever we process data for these purposes we will ensure that we always keep your personal data rights in high regard and take account of these rights at all times.

When we process your personal data for our legitimate interests, we will make sure that we consider and balance any potential impact on you (both positive and negative), and your rights under data protection laws. Our legitimate business interests do not automatically override your interests - we will not use your personal data for activities where our interests are overridden by the impact on you (unless we have your consent or are otherwise required or permitted to by law). You have the right to object to this processing if you wish, and if you wish to do so please email us using GDPR@contactssg.com. Please bear in mind that if you object this may affect our ability to carry out tasks above for your benefit.

Where we keep it

We are based in the UK and we store our physical data within the UK. Some organisations which provide digital services to us may technically securely transfer encrypted personal data outside of the EU, but we will only allow them to do if your data is adequately protected.

An example of this may be cloud based storage provider or email provider, who may have servers based in the EU and USA, however have a very high level of both physical and virtual security (Zoho have a biometrically guarded building with bullet proof walls and TLS 1.2 protocols). Another example is using Microsoft products; as they are a US company it may be that using their products result in personal data being transferred to or accessible from the US. However, we will allow this as we are certain personal data will still be adequately protected (as Microsoft is certified under the USA's Privacy Shield scheme).

How long we keep it

We will only use and store information for so long as it is required for the purposes it was collected for. How long information will be stored depends on the information in question and what it is being used for. For example, if you ask us not to send you marketing e-mails, we will stop storing your e-mails for marketing purposes (though we'll keep a record of your preference not to be e-mailed).

We continually review what information we hold and delete what is no longer required. We never store payment card information. We will not retain your data for any longer than necessary and the longest time that we will hold your data will be six years, unless otherwise required by law or plainly stated e.g. Confidentiality Agreements (as these continue to be enforced after our engagement with you if applicable).

What we would also like to do with it

We would, however, like to use your name and e-mail address to inform you of future updates. This information is not shared with third parties and you can unsubscribe at any time via phone, e-mail or on our website via the contact page. Please indicate below if this is something you would like to sign up to.

What are your rights?

We want to ensure that you remain in control of your personal data. Part of this is making sure you understand your legal rights, which are as follows:

- the right to confirmation as to whether we have your personal data and, if we do, to obtain a copy of the personal information we hold (this is known as a data subject access request)
- the right to have your data erased (though this will not apply where it is necessary for us to continue to use the data for a lawful reason)
- the right to have inaccurate data rectified
- the right to object to your data being used for marketing or profiling; and
- where technically feasible, you have the right to personal data you have provided to us which we process automatically based on your consent or the performance of a contract. This information will be provided in a common electronic format.

Please keep in mind that there are exceptions to the rights above and, though we will always try to respond to your satisfaction, there may be situations where we are unable to do so.

If you wish to raise a complaint on how we have handled your personal data, you can contact our Data Controller, Joseph Newman, who will investigate the matter.

If you are not satisfied with our response or believe we are processing your personal data not in accordance with the law you can complain to the Information Commissioner's Office, the UK supervisory authority for data protection issues.

Further Information and Contact

Although we comply with the GDPR, this notice isn't totally exhaustive and doesn't affect your statutory rights. For your statutory rights and more information on GDPR, you can visit the Information Commissioners Office (ICO) website [here](#);



<https://ico.org.uk/for-organisations/guide-to-data-protection/guide-to-the-general-data-protection-regulation-gdpr/>

Alternatively, you can download the full GDPR guide from the ICO here;

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/711097/guide-to-the-general-data-protection-regulation-gdpr-1-0.pdf

You can contact us regarding our privacy statement using these details;

Telephone: 0845 257 8999

Email: GDPR@securesolutions.group

Thank you for reading our GDPR - Privacy Notice.

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