

# Proserv Privacy Notice

**Proserv takes your privacy seriously and wants you to understand our practices with respect to the handling of your personal data. This privacy notice tells you how we, Proserv, will collect and use your personal data.**

The scope of this privacy notice covers all data subjects whose personal data is collected, in line with the requirements of the EU's General Data Protection Regulation (GDPR). Should you require any further information with regards to our Privacy Notice please send your queries to [website.enquiries@proserv.com](mailto:website.enquiries@proserv.com) with "Privacy Notice" in the subject field.

## **Definition**

Under the GDPR personal data is defined as: "any information relating to an identified or identifiable natural person ('data subject'); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person".

## **Providing your data**

In order for us to provide you with Proserv's services we need to collect personal data for correspondence purposes and/or detailed service provision. In any event, we are committed to ensuring that the information we collect and use is appropriate for this purpose, and does not constitute an invasion of your privacy.

If you decide to contact us via [proserv.com](http://proserv.com) or through one of our subsidiary sites, then you will be asked to provide selected personal data. This data is necessary for us in order to provide that service and/or handle your query.

If any form which collects your personal data allows you to voluntarily provide additional information, we seek this information because we think it will help us to give you a better quality service. You do not have to provide such information if you do not wish to do so.

Where we are asking you for sensitive personal data we will always tell you why and how the information will be used.

We also collect personal data from cookies via [proserv.com](http://proserv.com) and our affiliated websites to assist with your browsing experience.

By subscribing to our marketing communications, such as newsletters and webinars, you will have provided your active consent. However, you can opt out of receiving these communications at any time.

## **Contacting you**

Proserv will not contact you unless it is necessary. Our aim is not to be intrusive, and we undertake not to ask irrelevant or unnecessary questions. Moreover, the information you provide will be subject to rigorous measures and procedures to minimise the risk of unauthorised access or disclosure.

Proserv will not contact you for marketing purposes unless you have given your consent.

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## Sharing your data

Any transfer of personal data to and from this site will be secured by encryption. We may store or transfer your personal data to other Proserv sites around the world. This will be in accordance with our corporate policies, which guarantee an adequate level of data protection wherever your data is physically kept.

We may pass your personal data on to third-party service providers contracted to Proserv in the course of dealing with you. Any third parties that we may share your data with are obliged to keep your details securely, and to use them only to fulfil the service they provide you on our behalf. When they no longer need your data to fulfil this service, they will dispose of the details in line with Proserv's procedures. If we wish to pass your sensitive personal data onto a third party we will only do so once we have obtained your consent, unless we are legally required to do otherwise.

## Using your data

Proserv will process (collect, store and use) the information you provide in a manner compatible with GDPR. We will endeavour to keep your information accurate and up to date, and not keep it for longer than is necessary. Proserv is required to retain information in accordance with the law, such as information needed for income tax and audit purposes. How long certain kinds of personal data should be kept may also be governed by specific business-sector requirements and agreed practices. Personal data may be held in addition to these periods depending on individual business needs.

We have the right to disclose your personal data as required by law, or when we believe that disclosure is necessary to protect our rights and/or comply with a judicial proceeding, court order, request from a regulator or any other legal process served on Proserv. If there is a takeover, sale or purchase of our business, we may disclose your personal data to the new (or prospective) owner of the business.

Under no circumstance will we ever sell your personal data or use it for marketing profiling.

## Your rights

At any point while we are in possession of or processing your personal data, you, the data subject, have the following rights:

- Right of access – you have the right to request a copy of the information that we hold about you in accordance to the section below 'Accessing my personal data.'
  - Right of rectification – you have a right to correct data that we hold about you that is inaccurate or incomplete.
  - Right to be forgotten – in certain circumstances you can ask for the data we hold about you to be erased from our records.
  - Right to restriction of processing – where certain conditions apply to have a right to restrict the processing.
  - Right of portability – you have the right to have the data we hold about you transferred to another organisation.
  - Right to object – you have the right to object to certain types of processing such as direct marketing.
  - Right to object to automated processing, including profiling – you also have the right to be subject to the legal effects of automated processing or profiling.
  - Right to judicial review: in the event that Proserv refuses your request under rights of access, we will provide you with a reason as to why. You have the right to complain as outlined below
  - All of the above requests will be forwarded on should there be a third party involved in the processing of your personal data.
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## Accessing your personal data

Proserv, at your request, can confirm what information we hold about you and how it is processed. If Proserv does hold personal data about you can request the following information:

- Identity and the contact details of the person or organisation that has determined how and why to process your data. In some cases, this will be a representative in the EU.
- Contact details of the data protection officer, where applicable.
- The purpose of the processing as well as the legal basis for processing.
- If the processing is based on the legitimate interests of Proserv or a third party, information about those interests.
- The categories of personal data collected, stored and processed.
- Recipient(s) or categories of recipients that the data is/will be disclosed to.
- If we intend to transfer the personal data to a third country or international organisation, information about how we ensure this is done securely. The EU has approved sending personal data to some countries because they meet a minimum standard of data protection. In other cases, we will ensure there are specific measures in place to secure your information.
- How long the data will be stored.
- Details of your rights to correct, erase, restrict or object to such processing.
- Information about your right to withdraw consent at any time.
- How to lodge a complaint with the supervisory authority.
- Whether the provision of personal data is a statutory or contractual requirement, or a requirement necessary to enter into a contract, as well as whether you are obliged to provide the personal data and the possible consequences of failing to provide such data.
- The source of personal data if it wasn't collected directly from you.
- Any details and information of automated decision making, such as profiling, and any meaningful information about the logic involved, as well as the significance and expected consequences of such processing.

Proserv will require one or more of the following forms of ID when information on your personal data is requested: passport, driving licence, birth certificate, utility bill etc. This information will be held in accordance with this privacy notice.

## Complaints

In the event that you wish to make a complaint about how your personal data is being processed by Proserv, or how your complaint has been handled, you have the right to lodge a complaint directly with the supervisory authority and/or Proserv's data protection representative.

## Changes to this privacy notice

We reserve the right to change or update this privacy statement at any time and recommend that you revisit it on occasion to see the latest version.

This statement was last updated in May 2018.

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