

# General Data Protection Regulations (GDPR) 2018

## Privacy Policy

We are an independent provider of inspection services and a member of ESiNet, an organisation formed solely of such independent engineering inspection companies who share technical and administrative capabilities to help deliver and improve the services we are able to offer to our customers.

This Privacy Policy will explain how we and ESiNet use any personal data we collect or receive from you when you use our website(s) or contract with us for the provision of inspection services.

### Topics covered

- ✓ What data do we collect?
- ✓ How do we collect your data?
- ✓ How will we use your data?
- ✓ How do we store your data?
- ✓ Marketing
- ✓ What are your data protection rights?
- ✓ What are cookies?
- ✓ How do we use cookies?
- ✓ What types of cookies do we use?
- ✓ How to manage your cookies
- ✓ Privacy policies of other websites
- ✓ Changes to our privacy policy
- ✓ How to contact us
- ✓ How to contact the appropriate authorities

### What data do we collect?

We collect the following data:

- Personal identification information (Name, email address, phone number, etc.)
- Company contact information (Addresses, site contacts e.g. name, email address, phone number, etc)

### How do we collect your data?

You directly provide us with most of the data we collect. We collect data and process data when you:

- Register online or place an order for any of our products or services.
- Voluntarily complete a customer survey or provide feedback on any of our message boards or via email.
- Use or view our website via your browser's cookies.
- Provide documentation or information relating to the services you have contracted with us for.
- Open-source information e.g. the internet and social media platforms

We may also receive your data indirectly from the following sources:

- An agent (broker for example) who you commissioned to place the services we provide to you under our contract for services.
- An ESiNet member company contracted by yourselves (limited information shared purely to facilitate sub-contracted works)

### How will we use your data?

We collect your data so that we can:

- Process your contract for services and manage your account including your payment of the fees for our services.
- Contact you and manage appointments for attendance at your premises to undertake the contracted services.
- Direct any correspondence to you including the report we produce for you after our visit to your premises or when we have been unable to undertake the services.
- Pass any essential information to a subcontractor who we have appointed to undertake some or all of the contracted services in accordance with the terms and conditions of the contract we have with you.
- When we process your purchase of our services, it may send your data to, and also use the resulting information from, credit reference agencies to prevent fraudulent purchases.

### How do we store your data?

- We securely store your data on our password protected/encrypted electronic device/computer/tablet/laptop or locked cabinet/secure office area [select all applicable and enter the location and describe security precautions taken].
- We will keep your Personal and/or Business information throughout contractual periods and for 10 years thereafter. Once this time period has expired, we will delete your data secure means.

### Marketing

- We would like to send you information about additional services of ours that we think you might like or benefit from which are associated with the services you have contracted with us.
- If you have agreed to receive such marketing information, you may always opt out at a later date.
- You have the right at any time to stop us from contacting you for marketing purposes.
- If you no longer wish to be contacted for marketing purposes, please contact us by email or phone using the details at the end of this Privacy Policy.

### What are your data protection rights?

We would like to make sure you are fully aware of all of your data protection rights. Everyone is entitled to the following:

<b>The right to access</b>	You have the right to request us for copies of your personal data. We may charge you a small fee for this service.
<b>The right to rectification</b>	You have the right to request that we correct any information you believe is inaccurate and that we complete the information you believe is incomplete.
<b>The right to erasure</b>	You have the right to request that we erase your personal data, under certain conditions.
<b>The right to restrict processing</b>	You have the right to request that we restrict the processing of your personal data, under certain conditions.
<b>The right to object to processing</b>	You have the right to object to us processing your personal data, under certain conditions.
<b>The right to data portability</b>	You have the right to request that we transfer the data that we have collected to another organisation, or directly to you, under certain conditions.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please:

- Email us at: [info@lifttechinspection.com](mailto:info@lifttechinspection.com)
- Call us at: 07873547276
- Or write to us at:  
LiftTech Inspection Services Ltd  
3 Labour in Vain Yard  
Norwich  
NR2 1JD

### What are cookies?

Cookies are text files placed on your computer to collect standard Internet log information and visitor behaviour information. When you visit our website, we may collect information from you automatically through cookies or similar technology.

For further information, visit [allaboutcookies.org](http://allaboutcookies.org)

### How do we use cookies?

We use cookies in a range of ways to improve your experience on our website, including:

- Keeping you signed in
- Understanding how you use our website

### What types of cookies do we use?

There are a number of different types of cookies, however, our website uses:

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**Functionality** We use these cookies so that we recognise you on our website and remember your previously selected preferences. These could include what language you prefer and location you are in. A mix of first-party and third-party cookies are used.

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**Advertising** We use these cookies to collect information about your visit to our website, the content you viewed, the links you followed and information about your browser, device, and your IP address. We sometimes share some limited aspects of this data with third parties for advertising purposes. We may also share online data collected through cookies with our advertising partners. This means that when you visit another website, you may be shown advertising based on your browsing patterns on our website.

### How to manage cookies

You can set your browser not to accept cookies, and the above website tells you how to remove cookies from your browser. However, in a few cases, some of our website features may not function as a result.

### Privacy policies of other websites

Our website contains links to other websites. Our Privacy Policy applies only to our website, so if you click on a link to another website, you should read their privacy policy.

### Changes to our Privacy Policy

We keep our Privacy Policy under regular review and place any updates on the relevant website page. This Privacy Policy was last updated on [enter date].

### How to contact us

If you have any questions about our Privacy Policy, the data we hold on you, or you would like to exercise one of your data protection rights, please:

- Email us at: [info@lifttechinspection.com](mailto:info@lifttechinspection.com)
- Call us at: 07873547276
- Or write to us at:  
LiftTech Inspection Services Ltd  
3 Labour in Vain Yard  
Norwich  
NR2 1JD

### How to contact the appropriate authority

Should you wish to report a complaint or if you feel that we have not addressed your concern in a satisfactory manner, you may contact the Information Commissioner's Office:

- Call: 0303 123 1113