

HSL Group Limited: Privacy Policy

Introduction

HSL Group Limited is a Mechanical and Electrical Maintenance Engineering company. Our **registered address** is: Onega House, 112 Main Road, Sidcup, Kent. DA14 6NE and our **trading address** is The Beeches, Brighton Road, Lower Kingswood, Surrey. KT20 6SY

Please read this Privacy Policy carefully to understand why data is being collected and what we do with that data once in our possession.

Our privacy policy sets out how we use and protect any information that you give to HSL Group Limited when you use this website. HSL Group Limited is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, you can be assured that it will only be used in accordance with this privacy statement. HSL Group Limited may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes.

The GDPR applies to 'personal data' meaning any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier. Although the data we store on file is business related we want to ensure you that HSL Group Limited are taking the necessary steps under the GDPR guidelines.

What type of information will we collect from you?

The personal information we collect will depend on the nature of the services we are providing and what we are contracted to do for you. Typically, this might include the following:

- Contact details, your name and job title.
- Address and email address
- Address of any other premises you require us to visit
- Mobile and landline telephone numbers

On what basis can we process your information?

The legal grounds for processing your personal data are as follows:

- It is necessary for the performance of a contract to which you are a party, The estimates and e mails we send to you which includes our terms of business and our contracts sets out the terms of the contract and the services we will provide.
- It is necessary for the purposes of our legitimate interests, except where our interests are overridden by the interests, rights or freedoms of affected individuals (such as you). To determine this, we shall consider a number of factors, such as what you were told at the time you provided your data, what your expectations are about the processing of the data, the nature of the data, and the impact of the processing on you.
- It is necessary in order to comply with mandatory legal obligations to which we are subject under EU or UK law.

Information collected from you about other people

In commercial matters, in the course of providing our services to you we will hold and use personal information about you and/or possibly your employees. When you provide personal information to us relating to your officers or employees, you confirm that you are allowed to do so. You should ensure that those individuals understand how their data will be used by us.

You must have the authority to disclose personal data if it relates to someone else and all data disclosed should be complete, accurate and up to date.

What we are going to do with your information?

We will hold and use personal information about you in the following ways:

- Communicate with you during the course of providing our services, for example providing you with advice and dealing with your enquiries and requests concerning any of our work we are undertaking for you under contract or written instruction.
- Seek advice from third parties in connection with the job(s) we have undertaken for you.
- Respond to any complaints against us.

Information we collect about you from others

Information may be passed to us by third parties in the course of providing our services. When we obtain information about you from a third party rather than from you directly, we will notify you of any relevant information within a reasonable period and provide you with details including the type of data and source it came from. Typically, these sources may include:

- Information passed to us by Managing Agents or Consulting Engineers
- Public sources where this relates to you or your organisation (for example Companies House).

How long we keep your data for

We will only retain your information for as long as is necessary to:

- Carry out the work contracted either Maintenance or Installation

Typically, we will store the information for up to six years from the date of your final bill.

Who your information will be shared with

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so.

Security of your data

In order to prevent unauthorised access or disclosure your data will be held on secure servers within the European Economic Area (“EEA”) with all reasonable technological and operation measures put in place to safeguard it from unauthorised access. Where possible any identifiable information will be encrypted or minimised.

Links to other websites: Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question. General Data Protection Regulations This Privacy Notice sets out your rights under the new laws.

How you can access and update your information

You have a right to request a copy of the personal information we hold about you, known as a data subject access request. You also have the right to request that information we hold about you which may be incorrect, or which has been changed since you first told us, is updated or removed. These requests are free of charge and should be addressed to the company’s email address. The company will always verify the identity of anyone making a subject access request before any information is released by the HSL Group Ltd. Data Protection Representative.

How you can object to us using your data

You can ask us to limit the way in which we are using your information or object to certain types of processing. We will do our best to comply with your request unless we have to use the information for legitimate business or legal purposes.

Please note that if you want us to restrict or stop processing your data this may impact on our ability to provide our services. Depending on the extent of your request we may be unable to continue working for you and be forced to immediately cease work. In these situations, you would remain liable for the fees that we have quoted to you and fees incurred to date.

Any queries or concerns about the way in which your data is being used should be addressed to the company’s email address. The company will always verify the identity of anyone making a subject access request before any information is released by the HSL Group Ltd. Data Protection Representative.

Moving your information to another organisation

You have the right to request that we send a copy of the personal data we hold about you to another organisation for your own purposes, for example when you are dealing with a different service provider. If you would like us to move, copy, or transfer your information to another organisation please let us know. We will respond to you within one month after assessing whether or not this is possible, taking into account the technical compatibility with the other organisation in question.

Complaints about the use of your personal data

If you wish to raise a complaint on how we have handled your personal data, you can contact us to have the matter investigated by writing or emailing the HSL Group Ltd. Data Protection Representative.

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 UK data protection regulator, the Information Commissioner's Office. Further details can be found at www.ico.org.uk or 0303 123 1113.