

Privacy Policy

Introduction

This Privacy Policy describes how and why WRPS Ltd (registered office Unit 15, Barrs Fold Road, Wingates Industrial Estate, Westhoughton Bolton, BL5 3XP) acquires and uses personal information about you (Personal Data).

For the purpose of the Data Protection Act 2018 (the Act) and the provisions of Regulation (EU) 2016/679 (the General Data Protection Regulation or GDPR), the Company is the Data Controller. We are registered with the Information Commissioner's Office.

This Privacy Policy sets out how we acquire, use and process your Personal Data in accordance with data protection laws.

How we collect your Personal Data

We collect Personal Data directly from you via the website, in person at any of our offices/sites and via other communication methods. The data collected may include: -

- your name/company name, date of birth, home/company address(es), home, company and mobile telephone number(s), email address(es);
- information about your transactions with us;
- information and documentation you provide when you respond to requests to submit personal information;
- records of written and verbal communications between us either electronic or written;
- information regarding your use of the website;
- CCTV images if you attend on our premises where we use CCTV recording (see under 'CCTV' below)

How we use your Personal Data

We may use the information we collect about you in order to:

- provide you with our products and services;
- communicate with you by telephone, email, SMS, or post;
- meet our legal, regulatory and contractual obligations;
- provide you with updates you have requested;
- ensure that any content on the website is presented to you in the most effective manner for you, your requirements and your computer;
- contact you for your views on our services and notify you occasionally about important changes or developments to our products or services;
- provide and improve customer service and support;
- administer, monitor, support, improve and develop our products and services to enhance operational capabilities and for internal operations;
- verify or enforce compliance with this Privacy Policy and applicable laws.

Sharing your Personal Data

We may share your Personal Data with:

- law enforcement agencies or regulatory bodies where we are required to do so in order to comply with a regulatory or legal provision;
- our professional advisers e.g. solicitors

Our legal basis for using your Personal Data

The main legal basis for processing your personal data will be to enter into and fulfil a contractual agreement with you. For any enquiries relating to the company, products or services outside of a contractual agreement the legal basis for processing any of your personal data will be our 'legitimate interests'.

CCTV

We may use CCTV recording on some of our premises, including site offices, for the purposes of security, crime prevention and health and safety.

Wherever CCTV is in operation there will be appropriate signage.

We retain the images recorded only for so long as is necessary and will normally keep them for no longer than 12 months, unless there is a specific requirement to retain them longer. The images are recorded for our internal use and will only be shared with any third parties to protect the legitimate business interests of the Company or where required, for example for the purposes of the prevention or detection of crime.

Use of cookies

A cookie is a small file which is sent to your browser by the website and which is then stored on your computer's hard disk. When you browse the website, cookies record your activity to enable us to keep a record of any personal data submitted. We use this to understand more about you and your preferences, to optimise your browsing experience and deliver content to you in the most appropriate way.

For information about blocking the use of cookies, please refer to the instructions/help screen on your internet browser. You may not be able to use or access certain parts of the website if you block the use of cookies.

Links to other sites

In governing the use of your data in web browsing activity, this Privacy Policy relates specifically to the use of this website only and does not extend to your use of, provision of data to and collection of data on any site not connected to us to which you may access by following a hyperlink within the website or contained within any e-mail sent from WRPS Ltd.

If you follow a link to any other websites, they should have available their own privacy and/or cookie policies we do not accept any responsibility or liability for their operation or misuse of your personal data. You should review these policies before submitting any Personal Data to those websites.

How we will keep your Personal Data

We will retain your Personal Data for up to six years from the end of our relationship with you. For data provided to us by our clients, we are governed by their data retention rules as specified in their privacy notices.

Transfer of your Personal Data

The Personal Data that we collect from you will not be transferred to, or stored at, a destination outside the European Economic Area (EEA).

Security

We take reasonable technical and organisational measures to protect Personal Data in our possession from loss, misuse and unauthorised access, disclosure, alteration and destruction.

Access to your personal information is strictly controlled on a 'need to know' basis. Staff members are only allowed access to your personal data if necessary, to provide the requested service. All staff receive training on data protection and Personal Data stored electronically is secured by us in the following ways:

- Stored in a restricted access format;
- Personal Data can only be accessed by staff on an as-needed basis;
- All network and computer equipment are secured with passwords and servers are only physically and logically accessible by authorised personnel, systems and software.
- We will require third parties acting on our behalf who collect or use your Personal Data under our instructions to agree to safeguard your Personal Data in accordance with this Privacy Policy and comply with data protection laws.

Your rights

Your personal information is protected under data protection laws and you have several rights (see below) which you can seek to exercise. Please contact us in writing, by email or telephone using the details shown under 'Contact and Complaints' below if you wish to do so, or if you have any queries in relation to your rights. Please note these rights do not apply in all circumstances. We may need to verify your identity before we can respond to any request to exercise your rights.

Right of access - subject to certain exceptions, you have the right of access to your Personal Data that we hold.

Right to rectify your personal information - If you discover that the information we hold about you is inaccurate or incomplete, you have the right to have this information rectified.

Right to be forgotten - You may ask us to delete information we hold about you in certain circumstances. This right is not absolute, and it may not be possible for us to delete the information we hold about you, for example, if we have an on-going contractual relationship or are required to retain information to comply with our legal obligations.

Right to restriction of processing - In some cases you may have the right to have the processing of your personal information restricted. For example, where you contest the accuracy of your personal information, its use may be restricted until the accuracy is verified.

Right to object to processing - You may object to the processing of your personal information when it is based upon our legitimate interests.

Changes

We keep our privacy policy under regular review and the newest version will always be available here.

Contacts & complaints

If you have any questions about how we treat and protect your Personal Data and your privacy, if you have any comments, wish to seek to exercise any of your rights as outlined above or to complain, please contact WRPS Ltd, Unit 15 Barrs Fold Road, Wingate Industrial Estate, Westhoughton, Bolton, BL5 3XP, info@wrps.co.uk or by telephone on 01942 237397.

You may also lodge a complaint with the Information Commissioner's Office, Water Lane, Wilmslow, SK9 5AF telephone 0303 123 1113. <https://www.ico.org.uk>