



# Henderson Environmental Services Ltd

Privacy Policy

## **Privacy Notice**

Henderson Environmental Services Ltd (HESL) is committed to complying with all applicable data privacy and security including, but not limited to, the EU General Data Protection Regulation (GDPR).

### **Data We Collect**

HESL collects the following categories of personal data for business development purposes.

1. Contact details – We may collect information about data subjects such as name and contact details, email, phone number, etc. in order to communicate and facilitate the provision of our services with our clients or potential clients. This may include contact details of individuals who work for or on behalf of the clients.
2. Services details – Personal data may be provided to us by clients to the extent required to perform our services. HESL may also acquire personal data from a third party at the direction of our client as required to perform some of our services.
3. Marketing information – HESL may collect information to respond to inquiries regarding our products and services or to provide you with information, reports, or updates.
4. Website visitor information – when you visit our website, we may collect information about your visit such as your IP address and the pages you visited and when you use our services we may collect information on how you use those services.

Clients and other third parties who provide personal information to HESL must do so in compliance with applicable data privacy regulations.

### **Processing of Personal Data**

We collect personal data to offer and administer our services.

The data you provide to us will be processed in accordance with the purposes specified in this notice, namely:

- To provide the services requested by clients and individuals pursuant to a letter of engagement, statement of work, or similar (where the processing is necessary for our legitimate business interests in conducting and managing our business)
- To provide the services requested by clients and individuals where the processing is necessary for our legitimate business interests in conducting, managing and developing our business.
- For complying with obligations provided by laws, current regulations and legislation where processing is based on a legal obligation
- For legitimate business purposes to advise you through e-mail, phone call, or post, in the framework of our ordinary commercial relationship, about our services.
- For security purposes. For example, we may use your data to protect HESL and its third parties against security breaches and to prevent fraud and violation of HESL's applicable agreements where the processing is necessary for our legitimate business interests.

Whenever we process your personal data for our legitimate interests, we make sure to consider and balance any potential impact on you 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.

### **How Data is Processed**

Personal data is processed both manually and electronically in accordance with the above-mentioned purposes and in compliance with current regulations. We permit only authorised HESL employees and Third-Party processors to have access to your information. Such employees and Third-Party processors are appropriately designated and trained to process data only according to the instructions we provide them.

### **Storage of Personal Data**

HESL will retain personal data for a reasonable period, taking into account legitimate business needs to capture and retain such information.

### **Disclosure/Sharing of Personal Data**

We only share your personal data with your consent or in accordance with this policy. We will not otherwise share, sell or distribute any of the information you provide to us except as described in this Privacy Notice.

- We share personal data among HESL controlled associates who act for the Company for the purposes set out in this notice.
- HESL may share your information with external third parties, such as, consultants and other service providers who are performing certain services on behalf of the Company. Such third parties have access to personal data solely for the purposes of performing the services specified in the applicable service contract, and not for any other purpose HESL requires these third parties to undertake security measures consistent with the protections specified in this notice.
- HESL may be required to disclose personal data in response to lawful requests by public authorities, including meeting national security or law enforcement requirements.
- If HESL enters into a joint venture with or is merged with another business entity, your information may be disclosed to our new business partners.

## Your Rights

As a Data Subject you have the following rights concerning your data processed by HESL:

- You have the right to access personal information that HESL holds about you.
- You have the right to ask us to rectify information that HESL holds about you if it is inaccurate or not complete.
- You can request that HESL erase your personal data. We will keep basic data to identify you and retain it solely for preventing further unwanted processing.
- You have the right to ask HESL to restrict how we process your data. This means we are permitted to store the data but not further process it. We keep just enough data to make sure we respect your request in the future.
- Where processing is based on legitimate interests, you have the right to object to HESL processing your data. We will discontinue processing your data, unless we can demonstrate compelling legitimate grounds for the processing. We will keep basic data to identify you and retain it solely for preventing further unwanted processing.

Please contact [jill@hendersonenvironmental.co.uk](mailto:jill@hendersonenvironmental.co.uk) to request access, rectification, or erasure, or to restrict processing, to object to processing, to request data portability.

## Providing Information to HESL

If you choose not to provide certain personal information, it may be an impediment to the exchange of information necessary for the execution of the contract or provision of services to you and we may not be able to provide you with some services.

## Identity and contact details of controller and Privacy Manager

- Henderson Environmental Services is the controller and processor of data for the purposes of the DPA
- If you have any concerns as to how your data is processed, you can contact:

Jill Pearce, Company Secretary who is also our Privacy Manager at [jill@hendersonenvironmental.co.uk](mailto:jill@hendersonenvironmental.co.uk) or you can write to her at Unit 4, Sands Industrial Estate, Swalwell, Newcastle upon Tyne, NE16 3DJ.

**For Henderson Environmental Services Ltd**



**I. Pearce - Managing Director**

**24<sup>th</sup> May 2018**