

## PRIVACY POLICY

### BACKGROUND:

DPC Consultants Ltd understands that your privacy is important to you and that you care about how your personal data is used. We respect and value the privacy of everyone who visits this website, [www.dpcsafety.co.uk](http://www.dpcsafety.co.uk), (“Our Site”) and will only collect and use personal data in ways that are described here, and in a way that is consistent with our obligations and your rights under current UK law.

Please read this Privacy Policy carefully and ensure that you understand it. Your acceptance of this Privacy Policy is deemed to occur upon your first use of Our Site. If you do not accept and agree with this Privacy Policy, you should not use Our Site.

- **Definitions and Interpretation**

In this Policy the following terms shall have the following meanings:

“Cookie”	means a small text file placed on your computer or device by Our Site when you visit certain parts of it. Details of the Cookies used by Our Site are set out in Part 14, below; and
“Cookie Law”	means the relevant parts of the Privacy and Electronic Communications (EC Directive) Regulations 2003.

- **Information About Us**

- DPC Consultants Ltd is a private limited company registered in England under company number 12393110.
- Registered address: Poulton Royd Drive, Bebington, Wirral CH63 9HN
- Trading address: As above
- Website address: [www.dpcsafety.co.uk](http://www.dpcsafety.co.uk)
- Email: [info@dpcsafety.co.uk](mailto:info@dpcsafety.co.uk)
- Contact number: 07871321462

- **What Does This Policy Cover?**

This Privacy Policy applies only to your use of Our Site. Our Site may contain links to other websites, but please note that we have no control over how your data is collected, stored, or used by other websites and we would advise you to check the privacy policies of any such websites before providing any data to them.

- **What Is Personal Data?**

Personal data is defined by the General Data Protection Regulation (EU Regulation 2016/679) (the “GDPR”) and the Data Protection Act 2018 (collectively, “the Data Protection Legislation”) as ‘any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier’.

Personal data is, in simpler terms, any information about you that enables you to be identified. Personal data covers obvious information such as your name and contact details, but it also covers less obvious information such as identification numbers, electronic location data, and other online identifiers.

- **What Are My Rights?**

Under the Data Protection Legislation, you have the following rights, which we will always work to uphold:

- **The right to be informed** about our collection and use of your personal data. This Privacy Policy should tell you everything you need to know, but you can always contact us to find out more or to ask any questions using the details in Part 15.
- **The right to access** the personal data we hold about you. Part 13 will tell you how to do this.
- **The right to have your personal data rectified** if any of your personal data held by us is inaccurate or incomplete. Please contact us using the details in Part 15 to find out more.
- **The right to be forgotten**, i.e. the right to ask us to delete or otherwise dispose of any of your personal data that we hold. Please contact us using the details in Part 15 to find out more.
- **The right to restrict** (i.e. prevent) the processing of your personal data.
- **The right to object** to us using your personal data for a particular purpose or purposes.
- **The right to withdraw consent**. This means that, if we are relying on your consent as the legal basis for using your personal data, you are free to withdraw that consent at any time.
- **The right to data portability**. This means that, if you have provided personal data to us directly, we are using it with your consent or for the performance of a contract, and that data is processed using automated means, you can ask us for a copy of that personal data to re-use with another service or business in many cases.
- Rights relating to automated decision-making and profiling. We do not use your personal data in this way.

For more information about our use of your personal data or exercising your rights as

outlined above, please contact us using the details provided in Part 15.

It is important that your personal data is kept accurate and up-to-date. If any of the personal data we hold about you changes, please keep us informed as long as we have that data.

Further information about your rights can also be obtained from the Information Commissioner's Office [www.ico.org.uk](http://www.ico.org.uk)

If you have any cause for complaint about our use of your personal data, you have the right to lodge a complaint with the Information Commissioner's Office.

We would welcome the opportunity to resolve your concerns ourselves, however, so please contact us first, using the details in Part 15.

- **What Data Do You Collect and How?**

Depending upon your use of Our Site, DPC Consultants Ltd may collect and hold some or all of the personal (and non-personal) data and methods set out in the table below. Please also see Part 14 for more information about our use of Cookies and similar technologies. We do not collect any 'special category' or 'sensitive' personal data or personal data relating to children or data relating to criminal convictions and/or offences.

<b>Data Collected</b>	<b>How We Collect the Data</b>
Identity Information including first name, last name.	From you, through the contact form on Our website.
Contact information including email address and phone number if provided.	From you, through the contact form on Our website.
Business information including business name, job title, business location, nature of business.	From you, through the contact form on Our website where you add this into your message to us.
Data from third parties including Google Analytics. This helps us to understand how our website is performing, calculate visitor, session and campaign data. This data is collected and stored anonymously.	Google Analytics.

- **How Do You Use My Personal Data?**

Under the Data Protection Legislation, we must always have a lawful basis for using personal data. The following table describes how we will use your personal data, and our lawful bases for doing so:

<b>What We Do</b>	<b>What Data We Use</b>	<b>Our Lawful Basis</b>
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Administering Our Site.	Randomly generated number assigned to identify unique visitors. Anonymous collection of how visitors use our website	Legitimate interests – to help us to monitor traffic to our website and evaluate the effectiveness of any marketing campaigns.
Communicating with you.	Name, email address, nature of query raised through contact form.	Legitimate interests – to allow us to respond to your query and the nature of your requirements.
Supplying you with information by email that you have opted-in-to (you may opt-out at any time by telling us at any point via email or phone.	Name and email address.	Legitimate interests- to contact you regarding discounts/offers and to keep you informed of new services/blog posts.

DPC Consultants Ltd will only use your personal data for the purpose(s) for which it was originally collected unless we reasonably believe that another purpose is compatible with that or those original purpose(s) and need to use your personal data for that purpose. If we do use your personal data in this way and you wish us to explain how the new purpose is compatible with the original, please contact us using the details in Part 15.

If we need to use your personal data for a purpose that is unrelated to, or incompatible with, the purpose(s) for which it was originally collected, we will inform you and explain the lawful basis which allows us to do so.

In some circumstances, where permitted or required by law, we may process your personal data without your knowledge or consent. This will only be done within the bounds of the Data Protection Legislation and your legal rights

- **How Long Will You Keep My Personal Data?**

We will not keep your personal data for any longer than is necessary in light of the reason(s) for which it was first collected. Your personal data will therefore be kept for the following periods (or, where there is no fixed period, the following factors will be used to determine how long it is kept):

Type of Data	How Long We Keep It
Identity Information including first name and last name.	2 months after we have replied to you if no further contact. 6 years if we have entered into a contract with you.
Contact information including email address, phone number.	2 months after we have replied to you if no further contact. 6 years if we have entered into a contract with you.

Business information including business name, business job title, business or location address.	2 months after we have replied to you if no further contact. 6 years if we have entered into a contract with you.
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- **How and Where Do You Store or Transfer My Personal Data?**

DPC Consultants Ltd will only store or transfer your personal data within the UK. This means that it will be fully protected under Data Protection Legislation.

The security of your personal data is essential to us, and to protect your data, we take a number of important measures, including the following:

- limiting access to your personal data to those employees, agents, contractors, and other third parties with a legitimate need to know and ensuring that they are subject to duties of confidentiality;
- procedures for dealing with data breaches (the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, your personal data) including notifying you and/or the Information Commissioner’s Office where we are legally required to do so;
  - Electronic data and databases are stored on secure computer systems and we control who has access to information (using both physical and electronic means).
  - All devices that connect to our system are encrypted, and we apply permissions to access our drives.
  - The PCs are set up to automatically lock after a short period of inactivity, and our cloud back up system is encrypted end to end.
  - We have developed company Disaster Recovery and Business Continuity Plans that are tested on a regular basis.
  - We have a dedicated data protection lead and all our staff have awareness training.

- **Do You Share My Personal Data?**

DPC Consultants Ltd will not share any of your personal data with any third parties for any purposes, subject to the following exceptions.

If we sell, transfer, or merge parts of our business or assets, your personal data may be transferred to a third party. Any new owner of our business may continue to use your personal data in the same way(s) that we have used it, as specified in this Privacy Policy.

In some limited circumstances, we may be legally required to share certain personal data, which might include yours, if we are involved in legal proceedings or complying with legal obligations, a court order, or the instructions of a government authority

- **Can I Withhold Information?**

You may access Our Site without providing any personal data at all

You may restrict our use of Cookies. For more information, see Part 14.

- **How Can I Access My Personal Data?**

If you want to know what personal data we have about you, you can ask us for details of that personal data and for a copy of it (where any such personal data is held). This is known as a “subject access request”.

All subject access requests should be made in writing and sent to the email or postal addresses shown in Part 15. There is not normally any charge for a subject access request. If your request is ‘manifestly unfounded or excessive’ (for example, if you make repetitive requests) a fee may be charged to cover our administrative costs in responding.

We will respond to your subject access request within one month of receiving it. Normally, we aim to provide a complete response, including a copy of your personal data within that time. In some cases, however, particularly if your request is more complex, more time may be required up to a maximum of three months from the date we receive your request. You will be kept fully informed of our progress.

- **How Do You Use Cookies?**

Our Site may place and access certain first-party Cookies on your computer or device. First-party Cookies are those placed directly by us and are used only by us. We use Cookies for security purposes and to facilitate and improve your experience of Our Site. We have carefully chosen these Cookies and have taken steps to ensure that your privacy and personal data is protected and respected at all times.

All Cookies used by and on Our Site are used in accordance with current Cookie Law.

Before Cookies are placed on your computer or device, you will be shown a pop-up banner requesting your consent to set those Cookies. By giving your consent to the placing of Cookies you are enabling us to provide the best possible experience and service to you. You may, if you wish, deny consent to the placing of Cookies; however certain features of Our Site may not function fully or as intended.

Certain features of Our Site depend on Cookies to function. Cookie Law deems these Cookies to be “strictly necessary”. These Cookies are shown in the table below. Your consent will not be sought to place these Cookies, but it is still important that you are aware of them. You may still block these Cookies by changing your internet browser’s settings as detailed below, but please be aware that Our Site may not work properly if you do so. We have taken great care to ensure that your privacy is not at risk by allowing them.

Name of Cookie	Purpose	Strictly Necessary
• XSRF-TOKEN	• This cookie is used for security purposes	• yes

• hs	• This cookie is used for security purposes	• yes
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Our Site uses analytics services provided by Google Analytics and Google SEO. Website analytics refers to a set of tools used to collect and analyse anonymous usage information, enabling us to better understand how Our Site is used. This, in turn, enables us to improve Our Site and the services offered through it.

The analytics service(s) used by Our Site use(s) Cookies to gather the required information. You do not have to allow us to use these Cookies, however whilst our use of them does not pose any risk to your privacy or your safe use of Our Site, it does enable us to continually improve Our Site, making it a better and more useful experience for you.

The analytics service(s) used by Our Site use(s) the following Cookies:

Name of Cookie	First / Third Party	Provider	Purpose
• svSession	• Google Analytics and Google SEO	• Wix	• Identifies unique visitors and tracks visitor sessions on Our Site

You can choose to enable or disable Cookies in your internet browser. Most internet browsers also enable you to choose whether you wish to disable all Cookies or only third-party Cookies. By default, most internet browsers accept Cookies, but this can be changed. For further details, please consult the help menu in your internet browser or the documentation that came with your device.

You can choose to delete Cookies on your computer or device at any time, however you may lose any information that enables you to access Our Site more quickly and efficiently including, but not limited to, login and personalisation settings.

It is recommended that you keep your internet browser and operating system up-to-date and that you consult the help and guidance provided by the developer of your internet browser and manufacturer of your computer or device if you are unsure about adjusting your privacy settings.

- **How Do I Contact You?**

To contact us about anything to do with your personal data and data protection, including to make a subject access request, please use the following details, for the attention of Darren Campbell:

Email address: [info@dpcsafety.co.uk](mailto:info@dpcsafety.co.uk)

Telephone number: 07871 321462

Postal Address: 12 Poulton Royd Drive, Bebington, Wirral CH63 9HN

- **Changes to this Privacy Policy**

We may change this Privacy Notice from time to time. This may be necessary, for example, if the law changes, or if we change our business in a way that affects personal data protection.

Any changes will be immediately posted on Our Site and you will be deemed to have accepted the terms of the Privacy Policy on your first use of Our Site following the alterations. We recommend that you check this page regularly to keep up-to-date. This Privacy Policy was last updated on 30/01/2020.