

## PRIVACY AT GUARDIAN GLAZING FILMS LTD

**Guardian Glazing Films Ltd** is responsible for the data we collect and process for our own purposes. We're committed to maintaining the security and privacy of the personal data we process, whether through our website or through our interactions with clients, prospects or industry partners.

Whether we are supporting our clients or managing our own data, privacy and security are at the heart of our operations. Whilst we take appropriate measures in our own practices, privacy is at the core of our business operations, so it is imperative we operate in accordance and where possible above industry and regulatory requirements.

### Key Contacts

Should you wish to contact us in order to find out more about how we process personal data, exercise your rights, make a complaint to us or just discuss some of our practices then please contact us using the following details:

**Email:** [sales@guardianfilm.co.uk](mailto:sales@guardianfilm.co.uk)

**Post:** Data Protection Officer, Guardian Glazing Films Ltd, Guardian House, Drayton Road, Shirley, Solihull. B90 4NG

**Telephone:** +44 (0) 121 693 4747

### Website Enquiries

We have a **Contact Us** page on our website, which allows individuals to ask questions about our services, including exercising your rights under Data Protection Law. The contact us page and sending an email into [sales@guardianfilm.co.uk](mailto:sales@guardianfilm.co.uk) is monitored by our internal team, to ensure we identify and handle your request effectively. The **Contact Us** form contains basic contact information and free text fields, allowing you to provide details of your enquiry. We request that you do not include sensitive information in this form, as we have other secure ways in which you can send us information, should we require any. This data is processed under our **legitimate Interests** and only used to facilitate your enquiry.

**Data Types** – Name, email addresses, subject field and free text field (which should not include personal data)

## **Employee administration**

We process personal data to facilitate **contracts of employment** and provide our employees with employee benefits that are associated with working at Guardian Glazing Films Ltd. Employees are provided with internal privacy information on how their data is processed but if you have previously worked with Guardian Glazing Films Ltd, you are able to make a request through our **Contact Us** form.

**Data Types** – Provided via internal privacy policy to employees.

## **Prospective clients**

We process basic business contact information of prospective clients and opportunities, which may initially be collected via sales meetings, business cards, verbally, events we may host, speak at or attend. This includes the prospective client's business contact information, which includes their personal information and details about each opportunity. We use a secure password protected system to host this data, which also integrates into our email services and as such prospect emails are also synchronised into our systems, so that we can keep track of our interactions with you and manage the relationship effectively. This processing is in Guardian Glazing Films Ltd **Legitimate Interests**.

**Data Types** – Name, email addresses, address, telephone details, signatures, business contact details, email conversations.

## **Financial management, accounting and administration**

Our financial management and accounting services process basic client contact information in order to fulfil our accounting requirements. This ranges from invoices, account details, statement of works, terms and conditions and bank details. We use a cloud based solution to process this data. This processing is primarily to enable us to **perform our side of the contract** with our client and meet our **legal obligations** for financial reporting.

**Data Types** – Name, email addresses, address, telephone details, client and supplier bank account details, signatures, business contact details.

## **Customer satisfaction surveys**

When we have completed our work, we may contact you to ensure you have received a great service. We use the client contact information in order to send a survey asking some basic questions on how we performed when delivering our services. This is performed under our ***legitimate interests*** and purely used to ensure we have delivered to our expectations. This processing and the responses from clients are not used for spamming you with marketing communications. We may ask for a reference but that's about it.

## **Sub Contractors**

Contractors who are working with us or who could potentially be working with us in the future will have their details stored in a password protected system, so that we can keep track of their contact details and availability. This processing is undertaken under Guardian Glazing Films Ltd ***legitimate interests***.

**Data Types** – Name, email addresses, address, telephone details, skills, job history, bank account details, company insurance details, passport, driving licence, references and email conversations.

## **Data Retention**

Guardian Glazing Films Ltd only processes personal data for as long as necessary to meet our legal obligations or where we have a legitimate business reason for keeping it. We review personal data on a case by case basis and document the period of retention for each.

For further information on how long Personal Data is likely to be kept before being removed from our systems and databases, please contact us via

**Email:** [sales@guardianfilm.co.uk](mailto:sales@guardianfilm.co.uk)

**Post:** Data Protection Officer, Guardian Glazing Films Ltd, Guardian House, Drayton Road, Shirley, Solihull. B90 4NG

**Telephone:** +44 (0) 121 693 4747

## **Marketing and Events**

We will only send you personalised marketing communications if you have provided us with your consent, except for where we are sending business communications and we believe there is a legitimate business purposes that would be of interest and benefit to the recipient.

We don't send unsolicited marketing communications.

## **Social Media**

Guardian Glazing Films Ltd make use of social media platforms such as LinkedIn, Instagram, Facebook and Twitter. We as a business sign up to the terms and conditions of the provider and use the platforms to provide insight into the latest window film products and services.

If you do not wish to receive any form of communication from Guardian Glazing Films Ltd then simply inform us through our contact page or email [sales@guardianfilm.co.uk](mailto:sales@guardianfilm.co.uk).

## **Use of Third Parties**

We use third party system providers to enable us to deliver our services effectively and store our information (including personal data) securely, which allows us to focus on delivering our industry leading security and privacy solutions to our clients. Our providers consists of:

### **Emails:**

We use an externally hosted provider based in the UK for these services who use encrypted password protected software to protect our data.

### **Financial Accounting Software:**

We use Xero which is an industry recognised financial software solution. For their privacy policy please see Xero: <https://www.xero.com/uk/about/terms/privacy/>

## **Your rights in relation to your data**

Under Data Protection Law you have a number of Rights that are focussed on placing you in control of how your data is processed.

You can exercise these rights by emailing us at [sales@guardianfilm.co.uk](mailto:sales@guardianfilm.co.uk) or by writing to **Guardian Glazing Films Ltd, Guardian House, Drayton Road, Shirley. B90 4NG**

We may ask you for identification prior to disclosing any data, as we need to ensure we only disclose information to the person entitled to it.

You have the following Rights in relation to the processing of your personal data;

**Right to be Informed** – You have the right to be provided information on how your personal data is processed

**Right to Access** – You have the right to have access to the personal information we hold about you.

**Right to Rectification** – This relates to the right to rectify any inaccurate personal information we hold about you.

**Right to Erasure** – The right to request that we delete your data, or stop processing it or collecting it, in some circumstances

**The Right to Object** – You have the right to object to the processing of your data, such as requesting us to stop sending you marketing communications.

**Right to Data Portability** – You can request your personal data to be sent to another service provider.

**Right to Lodge a Complaint** – You can lodge a complaint with Data Protection Regulator, which for us is the UK Information Commissioner's Office, using the below details;

**Postal Address:** Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

- **Email:** [casework@ico.org.uk](mailto:casework@ico.org.uk)
- **Live Chat:** <https://ico.org.uk/global/contact-us/live-chat>
- **Online Form** <https://ico.org.uk/global/contact-us/email/>
- **Telephone:** 0303 123 1113

Ultimately, we want you to be in control of your personal detail so feel free to get in touch and ask any questions.

## **Changes to your privacy with us**

Of course, from time to time, things change and at Guardian we are always striving to continually improve our business operations and services we deliver to clients.

Some changes may result in changes to our privacy information and this page, to ensure we are transparent about how we are processing your data at all times.

When any significant changes in the way we protect your privacy are made, we will make this clear on our website or by other means of communication such as email, so that you are able to review the changes and make an informed decision as to whether you want to exercise any of your rights in relation to the processing of your personal data.