

Privacy Policy

Purpose of this notice

Solenvis Ltd is committed to ensuring that your privacy is protected. This notice describes how we collect and use personal data about you, in accordance with the General Data Protection Regulation (GDPR) which replaces the Data Protection Act on 25 May 2018.

For the purpose of the Data Protection Legislation and this notice, we are the 'data controller'. This means that we are responsible for deciding how we hold and use personal data about you in order to fulfil the services agreed between ourselves, our clients, suppliers & contractors.

How we may collect your personal data

We obtain personal data about you, for example, when:

- You request a quotation from us in respect of the services we provide
- You engage us to provide our services and also during the provision of those services
- You contact us by email, telephone, post or social media
- From third parties and publicly available resources (for example, from your employer or from Companies House)

The kind of information we hold about you

The personal information we collect from you will vary depending on which service you engage us to deliver but as an example may include the following:

- Personal details such as your name, address and date of birth
- Details of contact we have had with you in relation to the provision or the proposed provision of our services
- Your Unique Tax Reference (UTR), your National Insurance Number and bank account details
- Our correspondence and communications with you
- Information we receive from other sources such as Companies House and Credit Reference Agencies

On what basis do we collect the data and how is it used

Personal data is processed in a way that it is:

- Fair, lawful and transparent
- Only for specified, explicit and legitimate purposes
- Adequate, relevant and limited to what is necessary in relation to the purposes for which it is processed
- Accurate and up to date
- Processed in a manner that ensures appropriate security of personal data, including the protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate organisational measures.

The lawful basis for processing data is as follows:

Consent of the subject as agreed in our terms of business in order to provide services

If you refuse to provide us with certain information when requested, we may not be able to perform the contract we have entered into with you.

As part of providing our agreed services we may use your information to:

Verify your identity

- Maintain our records in accordance with applicable legal and regulatory obligations

- Process financial transactions
- Contact you by post, email or telephone
- Carry out our obligations arising from any agreements entered between you, your employer and us.

Data Retention

We will only retain your personal data for as long as necessary to fulfil the purposes for which it is collected.

Data Sharing

We may share your data with third party service providers for the purposes of completing tasks, for example: accounting purposes, IT and cloud services.

However, when we use third party service providers, we disclose only the personal information that is necessary to deliver the service.

All our third party service providers are required to take commercially reasonable and appropriate security measures to protect your personal data. We only permit our third-party service providers to process your personal data for specified purposes and in accordance with our instructions.

We may share your personal data with other third parties, for example in the context of the possible sale or restructuring of your business. We may also need to share your personal data with a regulator or to otherwise comply with the law.

Data Security

We have put in place commercially reasonable and appropriate measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed.

We have put in place procedures to deal with any suspected data security breach and will notify you and any applicable regulator of a suspected breach where we are legally required to do so.

Website

Our website is predominantly to illustrate our wider business services & products we offer.

To provide you with a better website, we use cookies. A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

We do not sell our website data or allow third party access.

Links to other websites

On occasions when promoting a specific product or service, 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.

Rights of access, correction, erasure and restriction

It is important that the personal data we hold about you is accurate and current. Should your personal information change, please notify us of any changes which we need to be made aware of.

Under certain circumstances, by law you have the right to:

- Request access to your personal data
- Request correction of the personal data we hold about you
- Request erasure of your personal data
- Object to processing of your personal data where we are relying on a legitimate interest (or third party) and there is something about your particular situation which makes you want to object to processing on this basis
- Request the restriction of processing of your personal data
- Request the transfer of your personal data to you or another controller

You will not have to pay a fee to access your personal data. However, we may charge a fee if your request for access is unfounded or excessive.

Right to withdraw consent

In the limited circumstances where you may have provided your consent to the collection, processing and transfer of your personal data for a specific purpose (for example, in relation to direct marketing that you have indicated you would like to receive from us), you have the right to withdraw your consent for that specific processing at any time.

Changes to this Notice

Any future changes to our privacy notice in the future will be uploaded on our website.

Paper copies may also be obtained from Unit 3, Old Farm Shop, How Lane Farm Estate, Howe Lane, White Waltham, Maidenhead, Berkshire, SL6 3JP

This privacy notice was last updated 19 May 2018.

Contact us

If you have any questions regarding this notice or if you would like to speak to us about the manner in which we process your personal data, please email: michelle@solenvis.com or contact us on 01189 342607.

You also have the right to make a complaint to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues, at any time.

The ICO's contact details are as follows:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF