

Our Contact Details

Contact: Grant Phillips, Managing Director

Phone Number: 07594 886530

E-mail: info@gpcgroup.co.uk

Website: www.gpcgroup.co.uk

Post: GPC Group Limited, Unit 1, Chancerygate Business Centre, Stonefield Way, Ruislip HA4 OJA

.....

Information We Collect

GPC Group Limited is a Data Controller (as defined in the UK General Data Protection Regulation).

We currently collect and process the following personal information:

- Primary personal identifiers include your name, contact number, email address and IP address.
- Our website enquiry form also gathers information about which services or products interest you.
- Cookies have been included on our website on an opt-in basis to inform us about which pages are visited and for how long. This helps us to improve our site's performance and the experience of visitors to our website.
- Our third-party hosting companies provide EU GDPR compliance by invoking standard contractual clauses.
- GPC Group exercises third-party due diligence processes to ensure GDPR compliance.
- We collect personal information about our clients on appropriately protected digital devices.
- The information we collect is necessary to carry out our cleaning services and to sell and hire our cleaning equipment.
- We will never pass on your personal information to unconnected third parties unless your permission has been sought and gained.
- We will never sell your personal information to third parties.

How we collect personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- To tell us about which of our services and products you are interested in.
- In order for us to contact you to discuss the services and products that you require.
- To arrange meetings, site visits and contracted cleaning services on your behalf.
- Where relevant, to set up hire agreements or purchase orders for our equipment.
- To operate standard business functions such as contacting you, invoicing, delivery of purchased products, quality control and sending certificates upon completion of our cleaning services.

We use the information that you have given us to deliver the services or products that you, the client, have asked us to provide.

We may need to share your contact information with our suppliers or business partners to deliver the services or products we have been asked to provide. GPC Group Limited will maintain client confidentiality and will not disclose commercially or financially sensitive information to third parties unless otherwise agreed with you, our client.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

(a) Consent: You can remove your consent at any time. You can do this by contacting info@gpcgroup.co.uk

(b) Fulfilment of a contract: We have a contractual obligation to provide the agreed services.

(c) Legal Obligation: For compliance with mandatory accounting practices.

How We Store Your Personal Information

All reasonable precautions are taken to ensure that your personal information is securely stored. This includes using access controls for electronic devices and keeping operating software and applications up to date. Our web forms protect information by enforcing the prevailing HTTPS:// encryption standard.

How Long We Store Your Personal Information For

GPC Group Limited will retain your personal information as a client for at least six years to fulfil our obligations to HMRC as a business. After this period, if a working relationship no longer exists between us or unless we are asked to delete this information prior to this, we will then dispose of your personal information by deleting it from our computers and any recycling bins and backups.

Your Data Protection Rights

Under the Data Protection Act (2018), data subjects have rights including:

Right of access: You have the right to ask us for copies of your personal information or information relating to our data processing.

Right to rectification: You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Right to erasure: You have the right to ask us to erase your personal information in certain circumstances.

Right to restriction of processing: You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Right to object to processing: You have the right to object to the processing of your personal information in certain circumstances.

Right to data portability: You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond. Should this ever be the case, please get in touch with us at info@gpcgroup.co.uk

How To Complain

If you have any concerns about our use of your personal information, please email your complaint to us at info@gpcgroup.co.uk. You can also complain to the ICO if you are unhappy with how we have used your data or how your complaint has been managed.

The ICO's Address

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF
ICO Helpline Number: 0303 123 1113 - **ICO Website:** <https://www.ico.org.uk>

Privacy Notice Updated: 14/09/2023