



ARC Data Protection Services

Privacy Notice

Our contact details

Name: ARC Data Protection Services

Address: Priory Campus, Pontefract Road, Barnsley, S71 5PN

Phone Number: 01226 729896

E-mail: sales@arcmanagementservices.co.uk

The type of personal information we collect

We currently collect and process the following information:

- Details about you, such as name, address, email, and telephone contact details.
- Any contacts you have with us.
- Any personal information you provide to us to enable us to provide you with a service.
- Financial information for you to pay for our services.

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for the purpose of us providing our services.

We use the information that you have given us to provide you with our services as well as for paying for our services.

This information we only be shared if we have a legal obligation to do so or if you require this information and provide consent as part of a Subject Access Request.

We seek to ensure that our personal information collection and processing is proportionate.

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

(a) Your consent.

You can remove your consent at any time by contacting us on:

sales@arcmanagementservices.co.uk

How we store your personal information

Your information is securely stored at our offices.

Information is also stored on our computer systems which adhere to Data Protection standards.

In the event that we use cloud-based IT services, personal information may be transferred internationally to other countries around the world including companies that do not have data protection laws equivalent to those in the UK. We have security measures in place to seek to ensure that there is appropriate security for all the personal information we hold.

We keep any contact information you provide for 6 years. We will then dispose of your information by shredding and sending via confidential waste collection any paper copies of your information and by deleting any electronic records unless there is a longer retention period required for business purposes such as for accounting purposes or for the purpose of ongoing services being provided.

Keeping your personal information secure

We have appropriate security measures in place to prevent personal information from being accidentally lost, used, or accessed in an unauthorised way. We limit access to those who have a genuine business need to know it and those who are subject to a duty of confidentiality.

We will notify you and any applicable regulator of any suspected or actual data breaches where we are legally required to.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your 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.

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

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

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your 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 Subject Access Request, we have one month to respond to you.

Please contact us at sales@arcmanagementservices.co.uk or ARC Data Protection Services, Priory Campus, Pontefract Road, Barnsley, S71 5PN if you wish to complete a Subject Access Request. Please note that we request Subject Access Requests be in writing where possible for our record purposes.

How to complain

If you have any concerns about our use of your personal information, please contact us on sales@arcmanagementservices.co.uk we will be happy to answer all your queries and questions.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

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

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>