

Knighton Janitorial – Data Privacy Notice

Knighton Janitorial Ltd (“Knighton”, “we” or “us”) holds personal data on its clients, suppliers and their employees (if contracted to do so), to provide its services. The Privacy Policy details the personal data Knighton may retain, process, and share with third parties relating to you, your business and its employees. Knighton is committed to ensuring that your information is secure, accurate and relevant. To prevent unauthorised access or disclosure, we have implemented suitable physical, electronic, and managerial procedures to safeguard and secure personal data we hold.

We respect the privacy rights of individuals and are committed to handling personal data responsibly and in accordance with applicable law. This notice sets out the personal information that we collect and process as a data controller and/or a data processor, the purposes of the processing and the rights connected with it.

If you have any comments or questions about this notice, please contact us.

General Data Protection Regulation

Under the General Data Protection Regulation, which became law in the UK on the 25th May 2018, you are also granted a number of additional rights. These include:

- The right to rectification
- The right to erasure
- The right to data portability
- The right to object
- Rights in relation to automated decision making and profiling

For more information on these rights please read the relevant guidance issued by the ICO (Information Commissioner’s Office).

What is a Data Controller?

For general data protection regulation purposes, the “data controller” means the person or organisation who decides the purposes for which and the way in which any personal data is processed.

The data controller is:

Knighton Janitorial Ltd,
Unit 18 Willow Road,
Trent lane Industrial Estate,
Castle Donington,
DE74 2NP.

What is a Data Processor?

A “data processor” is a person or organisation which processes personal data for the controller. Knighton may pass on your data to a data processor, where it is in your interest, in the following situations:

- Conducting credit checks
- Business development
- Order processing
- Order delivery
- Sales ledger
- Purchase ledger

What is personal data and what data do we collect?

Personal data relates to any information about a natural person that makes you identifiable. The personal data we may collect includes the following:

- Identification data – such as name
- Contact details – such as business address, telephone numbers, email addresses
- Employment details – such as job title/position etc.
- Financial information – such as banking details etc.

What is sensitive personal data?

Sensitive personal data refers to the above but includes genetic data and biometric data. For example:

- Medical conditions
- Religious or philosophical beliefs and political opinions
- Racial or ethnic origin
- Convictions
- Biometric data (e.g. photo in an electronic passport)

Generally, we try not to collect or process any sensitive personal data relating to our clients, suppliers or their employees, unless authorised by law or where necessary to comply with applicable laws.

What is Data Processing?

Data processing is any operation or set of operations performed upon personal data, or sets of it, be it by automated systems or not. Examples of data processing explicitly listed in the text of the GDPR are: collection, recording, organising, structuring, storing, adapting, altering, retrieving, consulting, using, disclosing by transmission, disseminating or making available, aligning or combining, restricting, erasure or destruction.

Why do we collect your personal data?

Knighton Janitorial Ltd, as a Data Controller and/or a Data Processor, is bound by the requirements of the General Data Protection Regulations (GDPR).

You agree that we are entitled to obtain, use and process the information you provide to us to enable us to discharge our goods and services and for other related purposes including:

- Updating and enhancing client/supplier records
- Analysis for management purposes
- Business development
- Purchase ledger
- Credit checks

How will we use the information about you and why?

At Knighton Janitorial Ltd we take your privacy seriously and will only use your personal information to provide the goods and services you have requested from us. We will only use this information subject to your instructions, data protection law and our duty of confidentiality.

Our legal basis for collecting and using the personal data described above will depend on the personal information concerned and the specific context in which we collect it.

However, we will normally collect personal data from you only where we have your consent to do so, where we need the personal information to perform a contract with you, your business or your employer (i.e. provision of services), or where the processing is in our legitimate interests and not overridden by your data protection interests or fundamental rights and freedoms. In some cases, we may also have a legal obligation to collect personal data from you or may otherwise need the personal information to protect your vital interests or those of another person.

Who we share personal information with

We take care to allow access to personal information only to those who require such access to perform their tasks and duties in relation to the provision of our services, and to third parties who have a legitimate interest purpose for accessing it to support these purposes. Whenever we permit a third party to access personal information, we will implement appropriate measures to ensure the information is used in a manner consistent with this notice and that the security and confidentiality of the information is maintained.

Marketing

We would like to send you useful articles, advice, information about our services and events which may be of interest to you. If you have consented to receive marketing, you may opt out at any point as set out below, or by clicking on the 'unsubscribe' button on any marketing email.

We may collect information on our website to process your enquiry, deal with your event registration, give advice based on survey data and improve our services. If you agree, we will also use this information to share updates with you about our services which we believe may be of interest to you.

You have a right at any time to stop us from contacting you for marketing purposes. To opt out please email: marketing@knightonjanitorial.com.

We will not share your information for marketing purposes with companies so that they may offer you their products and services.

How we use cookies on our website

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.

Knighton Janitorial Ltd uses permanent cookies to enable basic web traffic analysis using Google Analytics.

Knighton Janitorial Ltd use Google Analytics to analyse the use of this website. This analysis shows us which areas of the site are popular and those that are not often visited which helps us to use our website resources in the most effective way. The information generated relating to our website is used to create reports about the use of the website. Google will store this information. Google's privacy policy is available at: www.google.com/privacypolicy.html.

These will remain stored on your computer until deleted, or until they reach a specified expiry date. 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.

How we use cookies in our email communications

We use code in our email communications to track whether that email has been opened and read, and whether the recipient has used the onward links contained in the email. This allows us to monitor and improve our email communications.

How long will we hold your data for?

We will hold your data for a maximum period of 7 years after cease of the trading relationship. You will have the opportunity to opt out or update or delete data at any point should you need to do so and details are set out in this policy as to how to do that.

Your data privacy rights

The following rights are available under applicable data protection law:

- **Access, correct, update or request deletion** of personal information
- **Object to processing** of personal information, ask us to **restrict processing** of personal information or **request portability** of personal information.
- If we have collected and process personal information using a person's consent, then this can be **withdrawn** at any time. Withdrawing consent will not affect the lawfulness of any processing we conducted prior to withdrawal, nor will it affect processing of personal information conducted in reliance on lawful processing grounds other than consent.
- You have the **right to complain to a data protection authority** about our collection and use of personal information. For more information, please contact your local data protection authority. In the United Kingdom, the data protection authority is the Information Commissioner's Office whose website is <https://ico.org.uk/>

We respond to all requests we receive from individuals wishing to exercise their data protection rights in accordance with applicable data protection laws. You can read more about these rights at: <https://ico.org.uk/for-the-public/is-my-information-being-handled-correctly/>

Please note, our ability to facilitate aspects of any of the above rights will depend on whether we are a Data Processor or a Data Controller in relation to any specific data. Any requests received relating to data processed on behalf of clients should be referred to the Data Controller (the client company).

Access to your information, correction, portability and deletion

What is a Subject Access Request?

This is your right to request a copy of the information that we hold about you. If you would like a copy of some or all your personal information, please email operations@knightonjanitorial.com or write to us at the following address:

Data Protection Officer
Knighton Janitorial Ltd
Unit 18 Willow Road, Trent Lane Industrial Estate
Castle Donington
DE74 2NP

We will respond to your request within one month of receipt of the request.

We want to make sure your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate by emailing operations@knightonjanitorial.com or writing to the above address.

Objections to processing of personal data

It is your right to lodge an objection to the processing of your personal data if you feel the “ground relating to your particular situation” apply. The only reasons we will be able to deny your request is if we can show compelling legitimate grounds for the processing, which override your interest, rights and freedoms, or the processing is for the establishment, exercise or defence of a legal claims.

Data Portability

It is also your right to receive the personal data which you have given to us, in a structured, commonly used and machine-readable format and have the right to transmit that data to another controller without delay from the current controller if:

- (a) The processing is based on consent or on a contract, and
- (b) The processing is carried out by automated means

Your Right to be Forgotten

Should you wish for us to completely delete all information that we hold about you please let us know by:

- Emailing operations@knightonjanitorial.com, or in
- Writing to: Data Protection Officer, Knighton Janitorial Ltd, Unit 18 Willow Road, Trent Lane Industrial Estate, Castle Donington, DE74 2NP

Other websites

Our website may contain links to other websites. This privacy policy only applies to our website so when you link to other websites you should read their own privacy policies.

Complaints

If you feel that your personal data has been processed in a way that does not meet the GDPR, you have a specific right to lodge a complaint with the relevant supervisory authority. The supervisory authority will then tell you of the progress and outcome of your complaint. The supervisory authority in the UK is the Information Commissioner's Office.

Changes to our Privacy Policy

We keep our privacy policy under regular review and we will place any updates on our web page, alternatively issued upon request.

Contact details

Please address any questions or requests relating to this Notice to our Data Protection Officer:

Knighton Janitorial Ltd,
Unit 18 Willow Road,
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