



THE SECURE SHREDDING COMPANY

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PRIVACY POLICY

ShredMaster Ltd is committed to processing personal information about its customers in ways that comply with its legal and regulatory obligations, and to being clear with customers about what it does with their personal information.

This Policy explains how we use any personal information we may collect about you when you use our websites or services.

Personal information that ShredMaster Ltd may collect about you

ShredMaster Ltd may collect personal information which we receive when:

- you use our website
- you contact us
- you are a recipient of our products and/or services
- you are an employee of apply for employment
- you supply goods or services to our company
- from third parties for direct marketing purposes

This may include information which you provide where you:

- complete one of our forms
- make a contract with us
- enter information on our website
- contact ShredMaster Ltd directly in writing or by phone

We may collect the following types of information:

- your name, address, email address, telephone number(s) and other contact details
- information required to provide you with a service
- your company's name, address, email & telephone number, your position in the company
- your payment information such as credit or debit card details
- information collected through your use of ShredMaster Ltd websites
- details of any enquiry or complaint you make to ShredMaster Ltd
- we may collect sensitive or special category data, such as health information, ethnicity, religion, sexuality, biometric information and details of criminal records in association with our employees and contractors

Why ShredMaster Ltd collects personal information

ShredMaster Ltd collects your personal information to:

- provide you with products and services that you may request from us
- protect security, eg to check your identity when you use our services
- develop and provide products and services, on its own and with third parties, for the purposes of identity verification and fraud prevention; such products may be used to prevent and detect fraud against you, ShredMaster Ltd and/or third parties
- meet its legal and regulatory obligations
- sensitive data will be collected to enable us to comply with employment legislation, such as anti-discrimination laws, and also to fulfil our contractual obligations to our clients

On what lawful basis does ShredMaster Ltd process data?

To process personal data fairly and lawfully, at least one lawful condition is required, ShredMaster Ltd relies upon the following:

- to process information via our website and also process new enquiries, we rely on our legitimate business interests to assist the enquirer
- to provide our goods and services to clients, we rely upon our contractual obligations
- to process personal data for direct marketing purposes, we rely on our legitimate interests
- to process employee data, including their special category data, we rely on fulfilment of our legal obligations and also employment legislation
- to process partner details, we rely on both our legitimate interests and also contractual obligations
- to process electronic direct marketing, we rely upon consent of the individual

How ShredMaster Ltd collects personal information

ShredMaster Ltd collects personal information:

- directly from customers, eg when a customer signs up to receive our services or registers on a ShredMaster Ltd website
- from other companies in ShredMaster Ltd, eg if a customer has indicated that they wish to receive information about the products and services of ShredMaster Ltd companies
- from third parties, eg when we get authorisation for a payment you make or when undertaking an identity check
- when products or services are provided together with a business partner and the information is collected by the business partner in order for ShredMaster Ltd to provide you with the product or service
- directly from applicants, the employee or via a recruitment company
- from partner organisations about their staff
- from third party credit referencing and list owner companies such as Experian

Who sees the personal information that ShredMaster Ltd holds?

- ShredMaster Ltd companies
- selected third parties where customers have indicated they wish to receive information about products, services or promotions that may be of interest to them
- where services are provided together with a business partner and it is necessary to disclose the information to them in order to provide the services
- third parties and customers for the prevention of fraud against ShredMaster Ltd
- third party agencies for the purposes of identity verification
- third party agencies for the prevention of money laundering
- other third parties (including the police, law enforcement agencies, HMRC, credit reference and fraud prevention agencies and other bodies) to protect our or another person's rights, property, or safety, eg to exchange information to protect against fraud and to reduce payment risks in connection with the prevention and detection of crime

Disclosures of personal information required by law

ShredMaster Ltd may be required to disclose certain personal information without your consent to parties to whom it is required by law or for the purposes of legal proceedings.

Fraud Prevention

If false or inaccurate information is provided and fraud is identified, details will be passed to fraud prevention agencies. Law enforcement agencies may access and use this information and this may be without your knowledge.

We and other organisations may also access and use this information to prevent fraud and money laundering, for example, when:

- Checking details on applications for credit and credit related or other facilities
- Managing credit and credit related accounts or facilities
- Recovering debt
- Checking details of job applicants and employees

We and other organisations may access and use from other countries the information recorded by fraud prevention agencies.

Transfers of personal information outside of the UK

ShredMaster Ltd may need to transfer personal information about customers to third parties located outside the UK. If we do, we will ensure that information is protected to a level which meets the requirements of UK law.

Keeping personal information secure

ShredMaster Ltd is committed to keeping customers' personal information secure to protect it from being inappropriately or accidentally accessed, used, shared or destroyed, and against it being lost.

How long we keep personal information

Client records - 3 years after last order

HR records - 3 years following the end of the tax year

Payroll records - 7 years following the end of the tax year

ShredMaster Ltd will only retain customers' personal information for as long as it needs it to carry out a particular purpose or meet a legal contractual or moral obligation.

Keeping personal information accurate

ShredMaster Ltd will ensure that personal information is kept accurate and up-to-date as far as is reasonably possible. However, ShredMaster Ltd relies on customers to ensure that the information it holds about them is accurate and up-to-date. We encourage customers to inform us of any changes to their information.

Access to personal information

ShredMaster Ltd provides customers with access to their personal information and the opportunity to amend and update their details or preferences (including consent to receive marketing communications) in order to keep the information up-to-date and accurate.

Requesting a copy of your information

You can request details of personal information ShredMaster Ltd holds about you, including on our websites' databases, by contacting us.

Marketing preferences

A customer may allow ShredMaster Ltd to provide them with information about products and services that ShredMaster Ltd offer. Consent is usually required when marketing emails are sent, but if a client has placed an order, then we can assume that you are happy to receive information on similar products or services. You can request changes to your marketing preferences and consents provided to ShredMaster Ltd by writing to us (see 'How to contact us' below).

If your information has been passed to third parties, we will assist you in identifying these parties, but you may need to contact them if you change your mind in relation to their continued use of your information.

Links to other websites

ShredMaster Ltd websites may include links to other sites. We will make every effort to provide links to high quality, reputable sites, but are not responsible for their privacy practices, site content, or the services they offer.

Changes to our privacy policy

We will keep our privacy policy under regular review.

How to contact us

For requests, complaints or queries relating to the use of your personal information, please contact us using the details at the top of this policy.



David Spraggins
Managing Director

Date: 1 April 2018