

Privacy Policy

OnSite Support Ltd a company registered in England and Wales with company number 01530478 with its registered address at Stephenson Way, Three Bridges, Crawley, West Sussex, RH10 1TN ("We" "us" "our").

Introduction

Here at Onsite Support, we take your privacy seriously. This policy sets out how we use and protect the personal data that you provide to us when purchasing any of our goods or services, including information that is provided by you through our website <https://www.onsite-support.co.uk/> (the "Site").

Data Protection definitions

From 25 May 2018 data protection and privacy measures are governed by the General Data Protection Regulation ((EU) 2016/679) the Data Protection Act 2018 and any updating or supplemental legislation from time to time ("Data Protection Legislation").

For the purpose of the Data Protection Legislation, where personal data is provided directly to us through the use of the Site or other means, we will be a 'Data Controller' of such information. This is because we ultimately determine how personal data will be handled by us or our sub-contractors, who will be our 'Data Processors'.

If we handle your personal data (such as any information that can be used to, directly or indirectly identify you, for example your name and e-mail address) you are a 'Data Subject' and this means you have certain rights under Data Protection Legislation in relation to how your personal data is processed, and such rights are set out in this Policy.

Personal data we collect

We may collect, use, store and transfer different kinds of personal data about you which we have grouped together as follows:

- **Identity Data** includes full name, company name, job title, username or similar identifier.
- **Contact Data** includes billing address, delivery address, company address, e-mail address and telephone numbers.
- **Financial Data** includes bank account and payment card details.
- **Transactional Data** includes details about payments and transactions to and from you and other details of products and services you have purchased from us.

- **Usage Data** for example where a customer creates an account, submits an enquiry or query through the Site and includes information about how you use our services.
- **Marketing and Communications** includes your preferences in receiving marketing from us.
- **Technical Data** includes (IP) addresses, your login data, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform and other technology on the devices you use to access the Site.
- **Profile Data** includes purchases or orders made by you, your interests, preferences, feedback and survey responses.

We may also collect personal data about you from use of CCTV which may be in operation externally at our offices. Any personal data collected from the use of CCTV will be used by us for the purposes of ensuring the safety and security of our property, our staff or those people coming onto our premises and for the purpose of compliance with the relevant insurance policies. Please refer to our CCTV Policy for further information.

If you fail to provide personal data

Where we need to collect personal data by law, or under the terms of a contract we have with you (or our customer for whom you are acting on behalf of) and you fail to provide that personal data when requested, we may not be able to perform the contract we have or are trying to enter into. In this case, we may have to **cancel the services but we will notify you if this is the case at the time.**

How we will use your information

Set out below is a description of all the ways we plan to use your personal data, and which of the legal bases we rely on to do so.

Note that we may process your personal data for more than one lawful ground depending on the specific purpose for which we are using your data. Please contact us if you need details about the specific legal ground we are relying on where more than one ground has been set out in the table below.

Purpose/Activity	Type of data	Lawful basis for processing including basis of legitimate interest
To register you as a new customer and verify your identity i.e. when you purchase any of our products or sign up for an account.	(a) Identity (b) Contact	Performance of a contract with you
To process and deliver our services including: (a) manage payments, fees and charges; (b) collect and recover money owed to us; and (c) contacting you and corresponding about the services.	(a) Identity (b) Contact (c) Financial (d) Transaction	Performance of a contract Necessary for our legitimate interests (to recover debts due to us)
To administer the Site and for internal operations, to ensure the Site is presented in the most effective manner and keep the Site safe and secure.	Technical	Legitimate interests
To respond to queries and enquiries.	(a) Identity (b) Contact	Legitimate Interests
To undertake any marketing to you i.e. providing information on the latest products, news and services relevant to your company and sending personalised reports on the purchasing trends in your company. To enable you to partake in competition or complete a survey.	(a) Identity (b) Contact (a) Identity (b) Contact (c) Profile (d) Usage	Consent Performance of a contract Legitimate Interests

	(e) Marketing and Communications	
Develop new services based on your purchasing history	(a) Usage (b) Profile (b) Marketing and Communications	Legitimate Interests

Change of purpose

We will only use your personal data for the purposes for which it was collected for, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. For an explanation as to how the processing for the new purpose is compatible with the original purpose, please contact dataprotection@onsite-support.co.uk. If we need to use your personal data for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so.

Please note that we may process your personal data without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.

How your personal data may be shared

OnSite Support may be required to share your personal data with the parties set out below:

- credit reference agencies and fraud prevention agencies;
- third party payment providers;
- marketing agencies;
- e-mail providers;
- website agencies;
- IT support services;
- payroll providers;
- third party hosting provider; and
- third parties to whom we may choose to sell, transfer, or merge parts of our business or our assets. Alternatively, we may seek to acquire other business or merge with them. If a change happens to our business, then the new owners may use your personal data in the same way as set out in this Policy.

We will only allow your information to be used by third parties when this is necessary for the performance of the contract between us. Unless required to do so by law, we will not otherwise share, sell or distribute any of the information you provide to us without your consent.

How we store your personal data

All personal data is processed within the European Economic Area ("EEA"), we do not transfer your personal data outside of the EEA.

Privacy-by-design

We respect your privacy and your data and have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who need to know and are under an obligation of confidentiality.

In addition, all printed materials containing confidential information are shredded and all financial information is sent to a third party to be officially shredded and incinerated. Both our database and the Site uses hashing to password protect access.

How to access/control your data

Under certain circumstances, you have rights under Data Protection Legislation in relation to your personal data. These include the right to:

- Request access to your personal data (commonly known as a 'data subject access request'). This enables you to receive a copy of the personal data we hold about you.
- Request correction of your personal data that we hold about you.
- Request erasure of your personal data. This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it. Note, however, that we may not always be able to comply with your request for erasure for specific legal reasons which will be notified to you, if applicable, at the time of your request.
- Object to processing of your personal data.
- Request restriction of processing your personal data. This enables you to ask us to suspend the processing of your personal data.

- Request transfer of your personal data to you or to a third party. This right only applies to automated information which you initially provided consent for us to use or where we have used the information to perform a contract with you.
- Right to withdraw consent at any time where we are relying on your consent to process your personal data. If you withdraw your consent, we may not be able to provide certain products or services to you. We will advise you if this is the case at the time you withdraw your consent.

If you would like to exercise any of the rights set out above, please email or write to us at dataprotection@onsite-support.co.uk. We may make a small reasonable charge for this service if your request is clearly unfounded, repetitive or excessive, but if we do we will inform you before incurring this charge.

Use of Cookies

When you use the Site, your browser may alert you to the fact that a cookie is being sent to your computer. We use cookies on our Site to improve the customers experience and efficiency of our Site.

If you do not wish to accept the cookies you may disable them by adjusting the settings on your browser (please see below for further details). However, this will affect the functionality of the Site. You can find out more information about individual cookies we use and the purposes for which we use them below:

- a "Session" cookies which is stored in your computer's memory and are deleted when your web browser is closed.
- "Persistent and semi-persistent" cookies remain in your browser after the session, unless deleted by you. We use these cookies to operate Google Analytics and Google Maps to help us understand how visitors use our Site, such as the number of visitors, how visitors arrive at our Site and the most popular pages viewed. This is to ensure that we optimise the service in terms of content, speed and availability to allow us to ensure that the Site is available when you want it, with the content you want and at a speed that allows you to use it effectively.

For more help on how to disable your cookies or delete them visit www.aboutcookies.org. Please note that we are not responsible for its content and following any advice on it is at your own risk.

Security and data retention

We employ security measures to protect your information from access by unauthorised persons and against unlawful processing, accidental loss, destruction and damage. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who need to know. They will only process your personal data on our written instructions and they are subject to a duty of confidentiality.

We will retain your information for no longer than is reasonably necessary to fulfil the purposes for which we collected it or required by the law.

For information about data retention periods, please contact dataprotection@onsite-support.co.uk.

Children

The Sites are not intended for use by children and we will not knowingly collect any personal data from persons under the age of 13 and will immediately delete any such data subsequently so determined.

Other websites

Our Site contains links to other websites. This Privacy Policy only applies to this Site please be aware that when you link to other websites you should read their own privacy policies.

Changes to our Privacy Policy

We keep our privacy policy under regular review and we will place any updates on this web page. This privacy policy was last updated in July 2018.

It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes during your relationship with us.

Complaints

If you would like to make a complaint in relation to how we may have stored, used or processed your personal data, you have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues (www.ico.org.uk). We would, however, appreciate the chance to deal with your concerns before

you approach the ICO so please contact us in the first instance at dataprotection@onsite-support.co.uk.

How to contact us

If you would like to receive information on how we are storing your personal data, please contact dataprotection@onsite-support.co.uk.



07/01/2026

Date:

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**Warren Lynes,
Managing Director**

Doc No: PRV1 Revision No: 1