

PRIVACY POLICY

WHO, WHAT & WHY?

This Privacy Policy explains how we use information collected through our website www.ukmailboxdirect.co.uk including its sub domains or email. We recommend that you read this policy so you have full knowledge of how we may treat your information.

We respect our customers Privacy if they are past, present and future customer and are determined to protect your personal data. We have created this policy to inform you how we look after your personal data before, after and during the sign up of a service, enquiring with us or after a service was ceased/terminated. The policy was created to be in accordance with the General Data Protection Regulations 2018.

We, Trent Solutions (UK) Limited are the Data Controllers and our company is registered with the Information Commissioners Office (ICO) in the United Kingdom.

We can be contacted at DPO, Trent Solutions (UK) Limited, 109 Vernon House, Friar Lane, Nottingham, NG1 6DQ or via our contact us page. This can be found on the above website.

The ICO can be contacted at Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

WHAT INFORMATION DO WE COLLECT OR ASK FOR?

We at times may collect the below information. However, depending on the service you have purchased we may not require all of this information. Data Types:

Identity Data – Full Name, Date of Birth, Username, Photo ID.

Contact Detail Data – Home, Invoice, Billing or Mail Forwarding Address, Telephone Numbers, Email Addresses, Proof of Address documentation

Company/Partnership Data – Company Name, Company Number, Business Activity, Certification of Incorporation, List of Directors/Partners, Shareholders, People with Significant Control (Identity and Contact Detail Data of these persons or entities also)

IT Data – IP Address, Server Address, Geo Location.

We do not collect or ask for **Special Categories or Criminal Offence Personal Data**.

HOW WE ASK OR COLLECT INFORMATION?

We collect and ask for information via the following methods:

Directly- When completing forms on our website such as contact us, amendments, registrations or ordering/subscribing forms. Additionally, information may be obtained via email and/or ticket systems.

Information from other sources- We may conduct searches via Companies House to verify data in accordance with the Money Laundering Regulations 2017 and London Local Authority Act 2007 where applicable.

HOW DO WE USE THIS INFORMATION?

We will only use your information when consent has been given or the law entitles us to do so.

We use your information for the following reasons

Contract – For us to perform a service that we are in contract to provide or to enable us to enter into that contract.

Consent – you have given us consent to use your information, this could be to undergo tasks or requirements in line with the Money laundering Regulations 2017 or the London Boroughs Act, provide information about our services or quotations. We request consent for marketing emails about our services also.

Comply with legal or regulations obligations – where we are required to process your information to comply with laws or regulatory bodies.

We will consider impacts on you as an individual before we process for our legitimate interests.

We basis for using different types of data can be seen below. There may be multiple basis depending on the data type.

| Data Type | Basis for processing |
|--------------------------|--|
| Identity Data | To perform a contract, Comply with legal or regulations obligations |
| Contact Detail Data | To perform a contract, Comply with legal or regulations obligations, Consent |
| Company/Partnership Data | To perform a contract, Comply with legal or regulations obligations |
| IT Data | Legitimate Interest for Security. |

Marketing – we will obtain consent for us to contact you via email about our services or promotions only. We will not sell your details for marketing purposes to others. You can decline to give consent; in fact, you have to opt in if you want these kind of emails.

Please note: if there a change to a service you are in contract with us occur and we contact you via email. This is not marketing and consent would not be required, we would have a legitimate reason for this contact.

If basis for processing changes or we intend to change we will of course unless a regulation or legal obligation restricts us, contact you about this.

WHO WE SHARE YOUR INFORMATION WITH?

We will only share your information where we have a legal or regulatory obligation to do so e.g. HMRC, The Courts, Trading Standards, Law Enforcement authorities or similar.

We will not share your details with the public or for marketing purposes.

In the event we need professional advice, we may have to share your details with professionals such as Lawyers, Accountants etc. Professionals cannot use your data for their own purposes and would have to keep it secure and in accordance with this policy and the Law. This is a rare occurrence. They would only have access to the information needed and not everything.

Internally we place restrictions on our staff as to what information they can view. E.g. not all of your personal details are visible to all members of staff. Staff would only have access to information they would need to conduct their work and would only use it in line with this policy.

DATA SECURITY

We use security measure to keep your data safe e.g. encryption and password protection to avoid data being accidentally lost, used or accessed in an unauthorised way, altered or disclosed.

We limit access to your data within our company. Certain data can only be viewed depending on an employees role.

We have a policy to notify you and/or the ICO in the event that we suspect a breach has occurred.

RETENTION

We will only retain your personal data for as long as we require it in line with the purpose it was collected. This could be for the purposes of legal, accounting, or reporting requirements and could be up to 6 years after the correspondence was received or the contracts end.

Please contact us via our contact us form if you would like to find out the retention period of certain data we currently hold or data we have requested.

You can request for us to delete your data before a retention period is over however if there is legal, accounting, or reporting requirement, this may be denied.

YOUR RIGHTS

Unless there is an exemption you have the following rights:

To request a copy of the personal data which we hold about you;

To request we update or amend inaccurate data

To request for data to be deleted where it is no longer necessary to retain.

To withdraw your consent to the processing at any time, where consent was the lawful basis for processing your data;

To request us to stop processing your data while in a processing or inaccuracy dispute.

There is no fee due to access your data usually. However, if data has been provided to you before, the request is unfounded, excessive or repetitive we may charge or refuse.

We may require documentation to prove your Identify and Address or similar to comply with a request and where possible reply within 30 days.

CHANGES TO THIS NOTICE AND YOUR DATA

This version was last updated on 25 April 2018 and is GDPR compliant. Previous version of this Policy can be obtained by contacting us via our online form.

If any of your data changes please let us know. There may be relevant forms to complete.

