



## **PRIVACY NOTICE**

### **INTRODUCTION**

Harlands Services Limited (“Harlands”, “the Firm”, “we”, “us” “our”) is committed to protecting your personal data. The purpose of this privacy policy is to inform all potential and live clients how we take care of your personal data and inform you of your privacy rights plus the protection you have under the law.

This privacy policy aims to explain how and why we collect and process your personal data and any data you provide through our website.

### **DATA CONTROLLER/DATA PROCESSOR:**

Harlands Services Limited (part of the TSG-Europe Group)

2<sup>nd</sup> Floor, Rockwood House

9-17 Perrymount Road

Haywards Heath

West Sussex

RH16 3DU

This privacy notice is issued by Harlands on behalf of TSG – Europe and when we mention “the Firm”, “we”, “us” or “our” in this privacy notice, we are referring to the TSG – Europe as they are responsible for processing your data.

We also collect and process employee’s personal data and it helps us manage our relationship with them. The Firm is fully committed and transparent about how it uses data collected in order to meet its legal obligations. In addition, we are registered with the UK Information Commissioner’s Office under controller number: Z7017584

### **OUR RELATIONSHIP TO YOUR SERVICE PROVIDER**

For the purposes of Data Protection law, we are the controller of your personal data in some situations (this means we make decision about how and why your data is used and we are under legal obligation to protect your rights). We will be the processor of your personal data in other situations (meaning we have no control of your personal data and only act on the instructions of your Service Provider).

As part of our service to your Service Provider (“the Service Provider”), we collect and process payments on behalf of the Service Provider. For you to subscribe to the Service Provider’s services, you will be required to visit an online portal and provide us with your personal data and it’s imperative you keep us informed of any personal data changes during our business relationship.

## HOW WE COLLECT YOUR PERSONAL DATA

The Firm collects data from and about you using various methods through the following:

**Publicly available sources:** we may obtain your personal data from various third parties and public sources via the following:

Technical Data via the following:

- a. advertising networks
- b. search information providers (Companies House)
- c. analytics providers like Google
- d. online identity verification tools.
- e. Data imports from the Service Provider at commencement of service

## PERSONAL DATA WE COLLECT

The Firm may collect, store, transfer and use your personal data and group them as:

**Contact Data:** billing address, delivery address, email address and phone numbers

**Financial Data:** bank account, payments cards details and source of funds

**Identity Data:** first name, maiden name, last name, username, marital status, title, date of birth and gender.

**Transaction Data:** payments details, products details and transaction details.

**Usage Data:** information about the user of our products and services

**Profile Data:** transactions, preferences, username and password

We will keep personal information about your payment history, including missed payments and unpaid debts. If you telephone us, we may record that conversation for training, quality and monitoring purposes. We may also keep a record of correspondence (including emails and letters) between us and you.

We also collect information on our employees, contractors and other workers. If you fall into this category, we will provide you with separate and additional privacy information when you join the Firm and during our relationship.

We may collect your personal data directly from you (on the phone, on the internet or in person) or obtain it from your Service Provider. If we are gathering information in order to collect or assist in collecting a debt you owe, we may also obtain information from other relevant third parties and public sources, including credit reference agencies, collection agencies, professional service providers, Companies House and the electoral register.

Where we need to collect your personal data under the Data Protection Act 2018, or under the terms of a contract we have with you, and you fail to provide your personal data when requested:

- a. we may not agree, enter in to or perform a contract we have or are trying to enter with you, or a person or organisation associated with you, including your Service Provider.
- b. if you are an employee, contractor or applicant for a position with us, we may not be able to consider your application, provide you with pay or benefits, or administer a contract for services or contract of employment with you.
- c. your Service Provider may decline to provide you with services.
- d. we may not be able to fulfil our legal obligations in respect of you, your organisation or as required under Data Protection Act 2018 ("the Act"), and we may have to take steps to protect our legal position (anti money laundering or anti-bribery laws), which may also affect our ability to do business with you or your organisation.

## **HOW WE USE YOUR PERSONAL DATA**

We may use your personal data when the Act allows us to. We will use your personal data in the following circumstances:

- a. enter into, or perform a contract with you
- b. comply with a legal duty
- c. for our legitimate interests (or those of a third party) and your interests and fundamental rights don't override this interest.

However, your personal data may be used for the purposes it was collected or for any other closely related purpose. However, we do not often rely as consent as a legal basis for processing your personal data apart from sending information to third parties. You have the right to withdraw from our marketing at anytime by contacting us in the above-mentioned address.

## **PURPOSES FOR WHICH WE WILL USE YOUR PERSONAL DATA**

Below is a sample format showing a description of the ways we plan to use your personal data and the legal basis we rely on. We have also shown our legitimate interests where appropriate. Furthermore, we may use it for more than one lawful purpose depending on the specific ground which we are using your personal data.

### **Purpose:**

- a. New client registration
- b. To process payments
- c. To manage our business relationship
- d. To improve our products and services by using data analytics

### **Type of Data:**

- a. Identity documentation
- b. Contact details

- c. Financial information
- d. Transaction details
- e. Technical
- f. Usage

**Legitimate interest:**

- a. Performance of a contract
- b. To comply with regulatory obligations
- c. Our legitimate interests

**COMMUNICATION**

We may contact you by post, email and telephone with updates about your account with us, notifications regarding your payments and with updates to our terms of business or this Policy.

**MARKETING**

We may send marketing emails which contains information about us and our services to firms we think might be interested in them. Whenever you receive such an email, it's because you're an existing client or made an enquiry about our services. Alternatively, we may have received your personal data from a third party as we do, on occasion purchase marketing lists containing contact details for potential business clients. We will seek your consent before we share your personal data with any company outside the Firm for marketing purposes.

**OPTING OUT**

You are free to ask us to stop sending marketing messages to you at any time by emailing the Customer Services at [c.service@harlandsgroup.co.uk](mailto:c.service@harlandsgroup.co.uk)

When you opt out of receiving marketing messages from us, this doesn't apply to the personal data you provided to us as a result of a service and other transactions.

**STORING YOUR DATA**

We may keep your personal data for as long as it's required in order to fulfil the purpose it was collected for or for a related compatible purpose (such as keeping a record of a transaction). We regularly review what data we have in our possession and delete personal data we deem no longer necessary with the consent of the Data Subject.

**THE DIRECT DEBIT GUARANTEE**

The Direct Debit ("DD") Scheme provides customers who pay by Direct Debit with a guarantee to protect against payment errors. The guarantee is not time limited and it covers any payments you make to us. We keep records of Direct Debit instructions and payments on file.

We do this to enable you to exercise your rights under the guarantee. The personal information about your Direct Debit is not retained for a fixed period but is kept on file until we are satisfied that there is no longer a reasonable prospect you might make a guarantee claim. Furthermore, once you stop using our services, we will restrict the use of your Direct Debit information and it will be securely stored and will be only accessed in the event of any claim.

## **INTERNATIONAL TRANSFERS**

We may share your personal data within TSG-Europe and with international service providers. This may involve transferring your data outside the European Economic Area (EEA). We only store personal data within the EEA, and we will ensure your personal data is protected by requiring all our subcontractors and group companies to follow the same rules and remain in line with the UK Data Protection law.

## **DATA SECURITY**

We have put in place a variety of physical and technical measures to keep your personal data safe and prevent unauthorised access, accidental loss, use, alteration or disclosure. We have limited any access to your personal data to only a few persons (employees, agents, contractors and service providers, third parties) who we have a business relationship with. We will allow them access to your personal data or process your personal data only on subject to a duty of confidentiality.

We have procedures in place to deal with any suspected personal data breach and take every reasonable step to notify you and our regulator of any breach where we are required to do so. In addition, our online portal complies with the Payment Card Industry Data Security Standard (PCI-DSS) and we do not keep your bank card details. Any payment information you provide will be sent to us via a secure connection. However, we cannot absolutely guarantee the security of the internet, external networks or your own device, and any online communication including information provided by email or via our website are at your own risk.

## **DATA RETENTION**

We may retain your personal data to fulfil the purposes we collected them for and including for legal purposes, accounting purposes and reporting requirements. Before we retain your personal data, we must consider the amount, nature and sensitivity of the personal data plus the potential risk of harm from unauthorised disclosure of your personal data.

Under the Data Protection Act 2018, we must maintain our customers personal data (Identity, Contact, Financial and Transaction Data) for 6 years after they cease being our customers.

## **HOW TO GET MORE HELP**

Our customers can contact us if they want help with our Privacy Policy or have questions about it, please contact us on:

Telephone: [+44 \(0\)1444449166](tel:+44(0)1444449166)

Email: [c.service@harlandsgroup.co.uk](mailto:c.service@harlandsgroup.co.uk)

If you are unhappy about any aspect of the way we collect, share or use your personal information, we would like you to tell us and please contact us using the above-mentioned details.

If you are not satisfied with our response, you have a right to complain to the Information Commissioner at Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF. Tel: 0303 123 1113 or on its website at [www.ico.org.uk](http://www.ico.org.uk).

## **GOVERNING LAW**

This privacy policy is governed by English law.

## **YOUR PRIVACY RIGHTS**

This section of the policy explains your rights in relation to your personal information. It is important you know that the various rights are not absolute and are subject to certain exceptions or qualifications.

You can obtain further information and advice about your rights from the Information Commissioner at Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF. Tel: 0303 123 1113 or on its website at [www.ico.org.uk](http://www.ico.org.uk).

All clients are entitled to receive personal information free of charge except in the following circumstances where they:

- a. manifestly unfounded or excessive/repeated requests
- b. further copies of the same information.

Alternatively, we may be entitled to refuse to act on the request.

It is important you consider your request responsibly before submitting it. We will respond as soon as we can, and within one month from when we receive your request. We will inform you, if the request is going to take longer to deal with.

In order to exercise any of the rights described below please contact us with the above-mentioned details.

## **ACCESSING YOUR INFORMATION**

Under the Data Protection Act 2018, you have the right to:

- confirmation that your personal information is being processed
- access to your information, and
- other certain information (most of which should be in our privacy policy anyway).

You can request for copies of records (paper or electric records) about you that we hold, share or use. To enable us deal with your request, we may request proof of identity and more personal information to enable us to locate and deal with the personal information you requested.

## **WHEN WILL ACCESS NOT BE PROVIDED?**

We are only allowed to provide you with your personal information we hold, not personal information about another person. Furthermore, where access would adversely affect another

person's rights, we are not required to provide any information. Due to legal privilege, we may not be able to provide you with anything that we know in connection with a claim or legal proceeding. We also suggest you clearly set out in your access request, the personal information that you are requesting. If this is not clear, we may come back to you to ask for further personal information by way of clarification.

## **CORRECTING YOUR INFORMATION**

You are entitled to obtain from us without unnecessary delay the rectification of inaccurate personal information we hold about you. If you inform us that the personal information, we hold about you is not correct, we will review it and if we agree with you, we will correct our records. If we disagree with you, we will let you know. If you wish, you can tell us in writing that you believe our records still to be incorrect and we will include your statement when we give your personal information to anyone outside the TSG-Europe of companies. You can contact us using the above-mentioned details.

You also have the right to have incomplete personal information completed, by providing a supplementary statement. Whether or not this is appropriate in any case depends on the purpose for which your personal information is being processed.

In addition, we would notify any third parties with whom we have shared your personal information that you made a rectification request. We would take reasonable steps to ensure they rectify the personal information they hold about you.

## **HOW YOU CAN SEE AND CORRECT YOUR INFORMATION**

Under normal circumstance, we may allow you see the personal information that we hold about you, or take steps to correct any inaccurate information, when requested in writing.

And due to legal privilege, we may not be able to show you anything that we learned in connection with a claim or legal proceeding.

## **ERASING YOUR INFORMATION**

### **WHEN CAN YOU REQUEST ERASURE?**

You are entitled to have your personal information erased, and to prevent it being processing, where:

- a. the personal information is no longer necessary for the purpose it was originally collected
- b. you withdraw consent
- c. you object to the processing and our legitimate interests in being able to keep processing your personal information don't take priority
- d. we have been processing your personal information in breach of data protection laws
- e. the personal information must be erased in order to comply with our legal obligation.

### **WHEN CAN WE REFUSE ERASURE REQUESTS?**

Your right to erase your personal information does not apply where we are required to retain it for legal reasons or where your personal information is processed for a specified reason, including for the exercise or defence of legal claims. If your personal information is to be erased, we may not be able to provide you with our services.

## **DO WE HAVE TO TELL OTHER RECIPIENTS OF YOUR PERSONAL INFORMATION ABOUT YOUR ERASURE REQUEST?**

Where we have given your personal information to third parties and you want to be erased, we will inform them about your request for your personal information to be erased, so they can erase the personal information in question. We' will take reasonable steps to do this, but this may not always be possible as it may involve disproportionate effort.

It may also be that the recipient is not required or able to erase your personal information because one of the above-mentioned exemptions applies.

## **RESTRICTING PROCESSING OF YOUR INFORMATION**

### **When is restriction available?**

Every client has the right to restrict the processing of their personal information:

- a. where you disagree with the accuracy of the information, we will restrict the processing until we have verified the accuracy of the information
- b. when the personal information processed is unlawful and you oppose erasure and request restriction instead
- c. if we no longer need the personal information but you need this to establish, exercise or defend a legal claim.

### **Do we have to inform other recipients of your personal information about the restriction?**

Where we have disclosed your personal information to third parties, we will inform them about the restriction on the processing of your information, so that they do not continue to process it without your consent. We will take reasonable steps to do this, but this may not always be possible or may involve disproportionate effort. We will also keep you updated if we decide to lift the restriction on processing.

## **TAKING YOUR PERSONAL INFORMATION WITH YOU**

### **When does the right to data portability apply?**

Your right to personal information portability applies:

- to all personal information provided to us by you (i.e. not any other information)
- where the processing is based on your consent or for the performance of a contract, we have with you
- when processing is carried out by automated means.

### **When we can refuse requests for data portability?**

The Firm can refuse your personal information portability request, if the processing does not satisfy the above-mentioned criteria. Furthermore, where the personal information concerns more than one individual, the Firm may not be able to transfer this to you, if disclosure would prejudice another person's rights.

## **Objecting to processing**

You can object to processing in the following circumstances:

- (a) Legitimate interests



You are entitled to object, on grounds relating to your situation, at any time to the processing of personal information concerning you which is based on legitimate interests.

Sometimes, we may show compelling legitimate grounds for processing your personal information, which may override your interests, rights and freedoms, or we may need your personal information to establish, exercise or defend legal claims.

#### **UPDATES TO THIS POLICY**

We may update this Policy at any time and when we do, we will post a notification on the main page of our website. Our suggestion to users to regularly check our website for any changes to this Policy.

This policy was last updated on the 18 July 2019.