



integrity**support**solutions

## GDPR Privacy Notice

Document Control				
Version	Date	Reason	Owner	Reviewer
0.1	06/07/2018	Initial draft	Tony Couch	Rob Graham
1.0	/2018	Issued to Client		

## Table of Contents

1.0	Scope.....	4
1.1	Responsibilities .....	4
2.0	Who are we? .....	5
2.1	Our websites and key activities .....	5
2.1	Data Integrity .....	7
3.0	How we use your Data .....	7
3.1	General.....	7
3.2	Newsletters, Marketing and Integrity Support Solutions Ltd promotions .....	7
3.3	Web banner advertising.....	7
3.4	Cookies on our websites .....	8
3.5	Employees .....	8
4.0	How we share Data .....	8
4.1	Our service providers and suppliers .....	8
4.2	Other third parties .....	8
5.0	International Transfers .....	9
6.0	How long your data is Retained .....	9
7.0	What types of personal data do we Collect.....	9
8.0	How we protect your Data.....	10
8.1	Our controls .....	10
9.0	How you can help protect your Data .....	10
10.0	Accessing your Personal Data .....	11
11.0	Legal Basis for processing Personal Data.....	11
11.1	General.....	11
11.2	Consent .....	12
11.3	Our legitimate interests .....	12
11.4	Contractual Obligations .....	12
11.5	Legal Obligations.....	12
11.6	Vital Interest.....	13
11.7	Public Interest .....	13
12.0	Contacting Integrity Support Solutions Ltd.....	13
1.0	What are cookies?.....	14
2.0	Information collected.....	14
3.0	How are cookies managed? .....	14
4.0	What are cookies used for? .....	14
5.0	How do I disable cookies?.....	14

5.1	For Microsoft Internet Explorer .....	14
5.2	For Google Chrome .....	14
5.3	For Safari .....	15
5.4	For Mozilla Firefox .....	15
5.5	For Opera 6.0 and further .....	15
5.6	What happens if I disable cookies?.....	15

## 1.0 Scope

This Privacy Notice describes the ways we collect your personal information and governs how we will manage it. We strive to ensure that any personal information we obtain and store will always be held, used and transmitted in compliance with the EU General Data Protection Regulation (GDPR)

Where this Privacy Notice contains hyperlinks to other pages on our website, we recommend you click on those links as they may contain additional important details about the protection of data.

This Privacy Notice is applicable to all Integrity Support Solutions Ltd. clients, employees and suppliers or contractors engaged by us

Any website containing this Privacy Notice may contain links to third parties' websites. Integrity Support Solutions Ltd. assumes no responsibility for the privacy practices or the content of those websites. Therefore, please read carefully any privacy policies on those websites before either agreeing to their terms or using those websites.

This Privacy Notice applies with immediate effect to all Personally Identifiable Information collected either in person or by any other means, stored, processed and retained by us.

Integrity Support Solutions Ltd. may occasionally amend this Privacy Notice to reflect regulatory requirements and changes in our information collection and disclosure practices. Any new Privacy Notice will automatically be effective when it is published on the website or issued directly.

### 1.1 Responsibilities

The Integrity Support Solutions Directors have overall responsibility for ensuring that this notice is applicable, compliant and in accordance with the Integrity Support Solutions Data Protection Policy which can be found [here](#)

All staff, employees or contractors of Integrity Support Solutions Ltd., who interact with data subjects are responsible for ensuring that this notice is drawn to a data subject's attention and where applicable, their agreement or consent to the processing of their data is obtained.

## 2.0 Who are we?

Integrity Support Solutions Ltd. is a company registered in Scotland (SC269997) that uses the trading names of Industrial Safety Solutions and Storage Solutions UK. (referred to as "we", "our" or "us" in this notice).

The registered office is: -

Windygates  
 Academy Road  
 Moffat  
 Dumfries and Galloway  
 DG10 9HW

## 2.1 Our websites and key activities

Business Name	Website	Key Activity
<b>Integrity Support Solutions Ltd.</b>	<a href="http://www.integritysupportolutions.co.uk/">http://www.integritysupportolutions.co.uk/</a>	We are the parent company for Storage Solutions and Integrity Support Solutions Group Ltd. This group of companies share consistent and uncompromising values of excellent customer service, high quality flexible and innovative delivery and a friendly, helpful "can do" culture.
<b>Industrial Safety Solutions</b>	<a href="http://www.industrial-safety-solutions.co.uk/">http://www.industrial-safety-solutions.co.uk/</a>	We are experts in occupational hygiene. We help our clients prevent workplace ill-health from exposure to chemicals, noise, vibration and biological contaminants.
<b>Storage Solutions UK</b>	<a href="http://www.storage-tank-solutions.co.uk/">http://www.storage-tank-solutions.co.uk/</a>	We deliver high value, flexible service solutions for the UK Bulk Storage market. High value is defined as responsive, high quality, on time delivery of maintenance solutions.

## Integrity Support Solutions

Website: - [integritysupport.solutions](https://integritysupport.solutions)

**Key Activities** Integrity Support Solutions is the parent company for Storage Solutions and Industrial Safety Solutions. This group of companies share consistent and uncompromising values of excellent customer service, high quality flexible and innovative delivery and a friendly, helpful “can do” culture.

We build long term relationships with our customers by being dependable and delivering quality solutions to your bulk storage and workplace safety issues.

## Industrial Safety Solutions

Website [industrialsafety.solutions](https://industrialsafety.solutions)

**Key Activities** Industrial Safety Solutions are experts in occupational hygiene. We help our clients prevent workplace ill-health from exposure to chemicals, noise, vibration and biological contaminants.

Our services allow you to increase productivity by reducing workplace injuries and sickness which in turn can reduce insurance premiums. By providing expert, honest and independent advice, we can increase the trust between workers and management by helping you to ensure their welfare.

## Storage Solutions UK

Website [storagetank.solutions](https://storagetank.solutions)

**Key Activities** Storage Solutions UK delivers high value, flexible service solutions for the UK Bulk Storage market. High value is defined as responsive, high quality, on time delivery of maintenance solutions.

Incorporated in 2004, we are now an established leader in the field of Bulk Storage Tank construction and repair.

[Create a link here to the website Privacy Notice?]

## 2.1 Data Integrity

Maintaining the security of your data is a priority for us and we are resolute in respecting your privacy rights. We commit to handle your data fairly and legally always. We are also dedicated to being transparent about what data we collect about you and how we use it.

This notice, which applies whether you use our services, use your mobile device or go on line, provides you with information about:

- how we use your data;
- what personal data we collect;
- how we ensure your privacy is maintained;
- your legal rights relating to your personal data.

## 3.0 How we use your Data

### 3.1 General

We use your personal data:

- to provide services to you;
- to make our website and other social media content available to you;
- to verify your identity;
- for crime and fraud prevention, detection and related purposes (if mandated by law);
- with your agreement, to contact you electronically about promotional offers and services which may interest you;
- for market research purposes and to better understand your needs
- to enable us to manage service interactions with you
- where we have a legal right or duty to use or disclose your information (for example in relation to an investigation by a public authority or in a legal dispute).

### 3.2 Newsletters, Marketing and Integrity Support Solutions Ltd promotions

We do not currently include unsolicited phone calls, direct mail or e mail options as part of our marketing activity. If we revise our thoughts to include these in the future we will seek your consent.

### 3.3 Web banner advertising

If you visit our websites, you may receive personalised banner advertisements whilst browsing other websites. Any banner advertisements you see will relate to products you have viewed whilst browsing our websites on your computer or other devices.

### 3.4 Cookies on our websites

Our websites use cookies to collect information. This includes information about browsing behaviour by people who access our website, the pages viewed and the customer journey around our site.

Our websites are not used for third party advertising.

You can remove or disable cookies at any time - see our cookie policy below for further information.

### 3.5 Employees

We collect and store personal data from all staff for the purposes of complying with our business management legal and contractual obligations. These may include: -

- Recruitment and selection
- Health and Safety
- Data integrity
- Confirmation of Identity
- Right to work
- Legal obligations e.g. provision of workplace pension, work related medicals
- IT and password security services

## 4.0 How we share Data

### 4.1 Our service providers and suppliers

In order to make certain services available to you, we may need to share your personal data with some of our service partners. These include HMRC, cloud storage and IT providers.

Integrity Support Solutions Ltd. only allows its service providers to handle your personal data when we have confirmed that they apply appropriate data protection and security controls. We also impose contractual obligations on service providers relating to data protection and security, which mean they can only use your data to provide services to Integrity Support Solutions Ltd. and to you, and for no other purposes.

### 4.2 Other third parties

Aside from our service providers, Integrity Support Solutions Ltd. will not disclose your personal data to any third party unless we are legally obliged to do so. We will never sell or rent our customer data to other organisations for marketing purposes.

We may share your data with: -

- governmental bodies, regulators, law enforcement agencies, courts/tribunals and insurers where we are required to do so: -
  - to comply with our legal obligations;
  - to exercise our legal rights (for example in court cases);
  - for the prevention, detection, investigation of crime or prosecution of offenders; and
  - for the protection of our employees and customers.



## 5.0 International Transfers

To deliver a full range of services to you, it may be necessary for Integrity Support Solutions Ltd. to share your data outside of the European Economic Area. This will typically occur when service providers are located outside the EEA or if you are based outside the EEA. These transfers are subject to special rules under data protection legislation and regulation.

If this happens, we will ensure that the transfer will be compliant with data protection law and all personal data will be secure. Our standard practice will be to use 'standard data protection clauses' which have been approved by the European Commission for such transfers. Those clauses can be accessed [here](http://ec.europa.eu/justice/data-protection/international-transfers/transfer/index_en.htm). [http://ec.europa.eu/justice/data-protection/international-transfers/transfer/index\\_en.htm](http://ec.europa.eu/justice/data-protection/international-transfers/transfer/index_en.htm)

Where Standard clauses are not available we will seek your consent prior to any International transfer or processing

## 6.0 How long your data is Retained

We will not retain your data for longer than necessary for the purposes set out in this notice. Different retention periods apply for different types of data, however the longest we will normally hold any personal data is 7 (seven) years e.g. HMRC related information.

Our standard retention period for all other personal data retention is 3 years

## 7.0 What types of personal data do we Collect

Integrity Support Solutions Ltd. may collect the following information about you: -

- your name, age, date of birth and gender.
- your contact details: postal address, telephone numbers and e mail address(es) - (including business, personal data).
- Employment related information.
- Business management records, contracts, e mails and such like.
- your on-line browsing activities on the company websites.
- your communication and marketing preferences.
- your interests, preferences, feedback and survey responses.
- your location.
- your correspondence and communications with us.

- other publicly available personal data, including any which you have shared via a public platform (such as a LinkedIn profile, Twitter feed or public Facebook page).

Our website is not intended for children (under 16 years of age) and we do not knowingly collect data relating to children.

This list is not exhaustive and, in specific instances, we may need to collect additional data for the purposes set out in this notice. Some of the above personal data is collected directly, for example when you engage with us. Other personal data is collected indirectly, for example your browsing activity. We may also collect personal data from third parties who have your consent to pass your details to us, or from publicly available sources.

## 8.0 How we protect your Data

### 8.1 Our controls

Integrity Support Solutions Ltd. is committed to keeping your personal data safe and secure.

Our security measures include: -

- encryption of data
- Back up of data
- Implementing risk management and data impact assessment analysis
- regular cyber security assessments of all service providers who may handle your personal data
- security controls which protect our IT infrastructure from external attack and unauthorised access
- internal policies setting out our data security approach and training for staff.

## 9.0 How you can help protect your Data

We will never ask you to confirm any bank account or credit card details via email. If you receive an email claiming to be from Integrity Support Solutions Ltd. or our trading names (see Section 2 above) asking you to do so, please ignore it and do not respond to it. We would appreciate you advising us if you receive any suspicious communication purporting to be from us.

If you are using a computing device in a public location, we recommend that you always log out and close the website browser when you complete an online session.

Be aware of using or logging into publicly available internet services (often free) or Wi-fi networks. These offer little if any security and may result in the vulnerability of data.

In addition, we recommend that you take the following security measures to enhance your online safety: -

- keep your account passwords private. Remember, anybody who knows your password may be able to access your account.
- when creating a password, use at least 10 characters. A combination of letters, symbols and numbers is best. Try not to use easy to guess words, your name, email address, or other personal data that can be easily obtained. We also recommend that you frequently change your passwords.
- ensure all staff are aware of and implement your password policy.
- consider using a trusted password management system.
- avoid using the same password for multiple online accounts.

## 10.0 Accessing your Personal Data

You have a number of rights: -

- The right to be informed - information such as this Privacy Notice helps us do this.
- The right of access – ask what personal data that we hold about you at any time
- The right to rectification - ask us to update and correct any out-of-date or incorrect personal data that we hold about you
- The right to erasure – ask us to remove all data from our records
- The right to restrict processing – ask us to limit the data we process.
- The right of data portability – ask us to transfer electronic data to someone else.
- The right to object – ask us to do something differently
- Rights related to automated decision making – we do not do this
- The right to opt out of any marketing communications that we may produce.

If you want more information or wish to exercise any of the above rights, please contact us using the contact details set out below.

## 11.0 Legal Basis for processing Personal Data

### 11.1 General

Integrity Support Solutions Ltd. collects and uses personal data because it is necessary for: -

- the pursuit of our legitimate business management and commercial interests
- the purposes of complying with our duties and exercising both your and our contractual obligations
- the purpose complying with our legal obligations

- to fulfil our obligations to our staff, customers, contractors, associates and suppliers

## 11.2 Consent

In general, we only rely on consent as a legal basis for processing in relation to sending direct marketing communications to customers via email or text message.

Individuals have the right to withdraw consent at any time.

Where consent is the only legal basis for processing, we will cease to process data after consent is withdrawn.

## 11.3 Our legitimate interests

The normal legal basis for processing personal data, is that it is necessary for the legitimate interests of Integrity Support Solutions Ltd., including: -

- selling and supplying services to our customers
- protecting customers, employees and other individuals and maintaining their safety, health and welfare
- promoting, marketing and advertising our products and services
- understanding our customers' behaviour, activities, preferences, and needs
- improving existing products and services and developing new products and services
- handling customer contacts, queries, complaints or disputes
- managing insurance claims by customers
- fulfilling our duties and obligations to our customers, staff, suppliers, colleagues, shareholders and other stakeholders.

## 11.4 Contractual Obligations

- fulfilling our contractual obligations to our customers, staff, suppliers, colleagues, shareholders and other stakeholders.

## 11.5 Legal Obligations

- complying with our legal and regulatory obligations
- protecting Integrity Support solutions Ltd., its employees and customers, by taking appropriate legal action against third parties who have committed criminal acts or are in breach of legal obligations to us and our staff
- effectively handling any legal claims or regulatory enforcement actions taken against us

## 11.6 Vital Interest

- Processing personal data to protect the life (where necessary) our customers, staff, suppliers, colleagues, shareholders and other stakeholders.

## 11.7 Public Interest

- preventing, investigating and detecting crime, fraud or anti-social behaviour and prosecuting offenders, including working with law enforcement agencies

## 12.0 Contacting Integrity Support Solutions Ltd.

If you have any questions about how we use your personal data that are not answered here, or if you want to exercise your rights regarding your personal data, please contact us by any of the following means:

- phone us on: - 01683 222720
- e-mail us at: - [info@ssuk.eu](mailto:info@ssuk.eu)
- write to us at: - Integrity Support Solutions Ltd.,  
Windygates,  
Academy Road,  
Moffat,  
DG10 9HW

You have the right to lodge a complaint with the Information Commissioner's Office. Further information, including contact details, is available at <https://ico.org.uk>.

# Cookies Policy

## 1.0 What are cookies?

Like most websites, our websites use cookies to collect information. Cookies are small data files which are placed on your computer or other devices (such as smart 'phones or 'tablets') as you browse this website. They are used to 'remember' when your computer or device accesses our websites. Cookies are essential for the effective operation of our websites and to improve your web browsing experience.

## 2.0 Information collected

Some cookies collect information about browsing and purchasing behaviour when you access this website via the same computer or device. This includes information about pages viewed and your journey around a website. We do not use cookies to collect or record information on your name, address or other contact details. We can use cookies to monitor your browsing behaviour.

## 3.0 How are cookies managed?

The cookies stored on your computer or other device when you access our websites are designed by Integrity Support Solutions Ltd. or on behalf of us, and are necessary to improve your use of our site.

## 4.0 What are cookies used for?

The main purposes for which cookies are used are: -

- For technical purposes essential to effective operation of our websites, particularly in relation to site navigation.
- To enable us to collect information about your browsing patterns, including to monitor the success of conveying our information to you.

## 5.0 How do I disable cookies?

If you want to disable cookies you need to change your website browser settings to reject cookies. How you can do this will depend on the browser you use. Further details on how to disable cookies for the most popular browsers are set out below: -

### 5.1 For Microsoft Internet Explorer

1. From the **Tools** menu, select **Internet Options**.
2. Click on the **Privacy** tab.
3. Select the appropriate settings.

### 5.2 For Google Chrome

1. Choose Settings> Advanced
2. Under "Privacy and security," click "Content settings".
3. Click "Cookies"

### 5.3 For Safari

1. Choose Preferences > Privacy
2. Click on “Remove all Website Data”

### 5.4 For Mozilla Firefox

1. Choose the menu “tools” then “Options”
2. Click on the icon “privacy”
3. Find the menu “cookie” and select the relevant options

### 5.5 For Opera 6.0 and further

1. Choose the menu Files”> “Preferences”
2. Privacy

### 5.6 What happens if I disable cookies?

This depends on which cookies you disable, but in general the website may not operate as well if cookies are switched off.