



## Privacy Policy

Garran collects information from visitors in a number of different ways either directly or indirectly. We are committed to ensuring that your privacy is protected and have taken measures to ensure an adequate level of security for personal information processed.

We do not collect personal data about you unless you contact us. Any personal data we do collect will only be used as permitted by law.

### Your Rights

As a data subject, you have the following rights under the GDPR, which this Policy and Our use of personal data have been designed to uphold:

- The right to be informed about Our collection and use of personal data.
- The right of access to the personal data we hold about you
- The right to rectification if any personal data we hold about you is inaccurate or incomplete
- The right to be forgotten – i.e., the right to ask Us to delete any personal data We hold about you (We only hold your personal data for a limited time, but if you would like us to delete it sooner, please get in touch
- The right to restrict (i.e., prevent) the processing of your personal data
- The right to data portability (obtaining a copy of your personal data to re-use with another service or organisation)
- The right to object to Us using your personal data for purposes
- Rights with respect to automated decision making and profiling.

### What Data Do We Collect?

If you send Us an email, we may collect the following information for the purposes of providing information about our products and services and establishing an account should you wish to purchase from us:

- your name and address
- your email address
- your facsimile number
- your landline telephone and/or mobile number
- your company or business details
- your invoicing addresses
- your delivery address/addresses
- financial information
- direct debit or credit card information for any transaction that may take place between us
- any other information which you choose to provide to us.

### How Do We Use Your Data?

If we do collect any personal data, it will be processed and stored securely, for no longer than is necessary in light of the reason(s) for which it was first collected. We will comply with our obligations and safeguard your rights under GDPR at all times.

As noted above, we do not generally collect any personal data. If you choose to contact Garran and we obtain your personal details from your email, we may use them as follows:

- to reply to your email and communicate with you as part of our business
- in pursuance of contracts and fulfilment of our obligations
- to send you information and updates about our products and services
- to set up accounts for you so that you may purchase our products and services
- to assist in the resolution of complaints
- to compile statistical information for internal analysis only
- Any and all emails containing your personal data will be deleted no later than 12 months after the matter you contacted Us about has been resolved
- You have the right to withdraw your consent to us using your personal data at any time, and to request that we delete it
- We may share your data for the legitimate purposes of:
  - placing orders with our manufacturers to supply products against your orders
  - arranging deliveries to your selected delivery locations
  - obtaining credit references from Agencies to enable credit accounts to be setup
  - to undertake satisfaction surveys to ensure we provide you with high quality of products and services
  - to comply with requests from Fraud Prevention and Law Enforcement Agencies

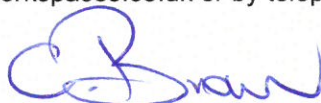
#### **How and Where Do We Store Your Data?**

- We only keep your personal data for as long as we need to in order to use it and/or for as long as we have your permission to keep it.
- Your data will only be stored within the UK
- Data security is very important to us, and to protect your data we have taken suitable measures to safeguard and secure any data we hold about you (even if it is only your email address).
- Steps We take to secure and protect your data include:
  - your data will be held on our servers which are protected by complex passwords which are routinely changed for added security;
  - our servers are housed in a secure/locked environment;
  - access to our servers is restricted to only those who have the appropriate authority;
  - computer safeguards such as firewalls and data encryption;
  - your data personal information is only accessible by those who deal directly with your enquiry, accounts or request for products and/or services;
  - Our staff have a duty to preserve confidentiality.

#### **Contacting Us**

If you have any questions about this Privacy Policy, please contact Us by email at [projects@garran-workspaces.co.uk](mailto:projects@garran-workspaces.co.uk) or by telephone on 02920 859600.

**Signed:**



**Name:**

Ceri Brown

**Designation:**

HR Manager

**Date**

25<sup>th</sup> October 2024