

ASCENDIT LIFTS LTD – GDPR 2018 – PRIVACY NOTICE

Scope

This document refers to personal data, which is defined as information concerning any living person (a natural person who hereafter will be called the Data Subject) that is not already in the public domain.

The General Data Protection Regulation (GDPR) which is EU wide and far more extensive than its predecessor the Data Protection Act, along with the Privacy and Electronic Communications Regulations (PECR), seek to protect and enhance the rights of EU data subjects. These rights cover the safeguarding of personal data, protection against the unlawful processing of personal data and the unrestricted movement of personal data within the EU and its storage within the EEA.

1 – Ascendit Lifts Ltd, based at **4C-4D Gatwick Metro Centre, Balcombe Road, Horley, Surrey, RH6 9GA**, is pleased to provide the following information:

2 - Who we are

Ascendit Lifts Ltd provides the installation, repair and maintenance of a range of domestic lifting solutions, to include stairlifts, through floor lifts, ceiling hoists, steplifts and inclined lifting platforms.

3 - Personal Data

For the purposes of providing its services, **Ascendit Lifts Ltd** may require personal information such as name, address, email address, telephone numbers and family contact details.

- a) We will only collect what is relevant and necessary for the provision of our service. This data is always held securely, is not shared with anyone not involved in the provision of our service to you, although for data storage purposes it may be handled by pre-vetted staff who have all signed an integrity and confidentiality agreement. To be able to process your personal data it is a condition of any service that you give your explicit consent to allow **Ascendit Lifts Ltd** to document and process your personal data. Contact details provided by you such as telephone numbers, email addresses, & postal addresses may be used to arrange and remind you of future appointments and provide reports or other information concerning the service we are providing.
- b) **Brochure Requests** For marketing purposes, **Ascendit Lifts Ltd** may also use the contact details provided by you to respond to your enquiries, including making telephone contact and emailing information to you which the Company believes may be of interest to you.
Ascendit Lifts Ltd does not broker your data and you can ask to be removed from our database by emailing or writing to the Company using the contact details provided at the end of this Privacy Notice.
- c) Some basic personal data may be collected about you from marketing forms and surveys you may complete, from records of our correspondence and 'phone calls and from details of your visits to our website, including but not limited to, personally identifying information like Internet Protocol (IP) addresses.

d) **How we use cookies**

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

- e) **Ascendit Lifts Ltd** will only collect the information needed so that we can provide you with the services you require, the business does not sell or broker your data.

4 - Legal basis for processing any personal data

The processing of personal data by **Ascendit Lifts Ltd** is necessary either for the performance of our contractual obligations or in order for us to take steps at your request prior to entering into a contract.

5 - Legitimate interests pursued by Ascendit Lifts Ltd

To promote and supply domestic lifting solutions.

6 – Consent

Through agreeing to this privacy notice you are consenting to **Ascendit Lifts Ltd** processing your personal data for the purposes outlined. You can withdraw consent at any time by using the postal, email address or telephone number provided at the end of this Privacy Notice.

7 – Disclosure

Ascendit Lifts Ltd will keep your personal information safe and secure, only staff engaged in providing service to you will have access to your records.

Ascendit Lifts Ltd will not disclose your personal Information unless compelled to, in order to meet legal obligations, regulations or valid governmental requests. The Company may also enforce its Terms and Conditions, including investigating potential violations of its Terms and Conditions to detect, prevent or mitigate fraud or security or technical issues; or to protect against imminent harm to the rights, property or safety of its staff.

8 - Retention Policy

Ascendit Lifts Ltd will process personal data during the duration of any service and will continue to store only the personal data needed for eight years after the contract has expired to meet any legal obligations. After eight years all personal data will be deleted,

unless basic information needs to be retained by us to meet our future obligations to you, such as erasure details.

9 - Data storage

All Data is held in the United Kingdom. **Ascendit Lifts Ltd** does not store personal data outside the EEA.

10 - Your rights as a data subject

At any point whilst **Ascendit Lifts Ltd** are in possession of, or processing your personal data, all data subjects have the following rights:

- Right of access – you have the right to request a copy of the information that we hold about you.
- Right of rectification – you have a right to correct data that we hold about you that is inaccurate or incomplete.
- Right to be forgotten – in certain circumstances you can ask for the data we hold about you to be erased from our records.
- Right to restriction of processing – where certain conditions apply you have a right to restrict the processing.
- Right of portability – you have the right to have the data we hold about you transferred to another organisation.
- Right to object – you have the right to object to certain types of processing such as direct marketing.
- Right to object to automated processing, including profiling – you also have the right not to be subject to the legal effects of automated processing or profiling.

In the event that **Ascendit Lifts Ltd** refuses your request under rights of access, we will provide you with a reason as to why, which you have the right to legally challenge. At your request **Ascendit Lifts Ltd** can confirm what information it holds about you and how it is processed.

11 - You can request the following information:

- Identity and the contact details of the person or organisation that has determined how and why to process your data.
- Contact details of the data protection officer, where applicable.
- The purpose of the processing as well as the legal basis for processing.
- If the processing is based on the legitimate interests of **Ascendit Lifts Ltd** and information about these interests.
- The categories of personal data collected, stored and processed.
- Recipient(s) or categories of recipients that the data is/will be disclosed to.
- How long the data will be stored.
- Details of your rights to correct, erasure, restrict or object to such processing.
- Information about your right to withdraw consent at any time.
- How to lodge a complaint with the supervisory authority (ICO).
- Whether the provision of personal data is a statutory or contractual requirement, or a requirement necessary to enter into a contract, as well as whether you are obliged to provide the personal data and the possible consequences of failing to provide such data.
- The source of personal data if it wasn't collected directly from you.

- Any details and information of automated decision making, such as profiling, and any meaningful information about the logic involved, as well as the significance and expected consequences of such processing.

12 - To access what personal data is held, identification will be required

Ascendit Lifts Ltd will accept the following forms of identification (ID) when information on your personal data is requested: a copy of your driving licence, passport, birth certificate and a utility bill not older than three months. A minimum of one piece of photographic ID listed above and a supporting document is required. If **Ascendit Lifts Ltd** is dissatisfied with the quality, further information may be sought before personal data can be released. All requests should be made to info@ascenditlifts.co.uk or by phoning +44 (0) 1293 785185 or writing to us at the address further below.

13 Complaints

In the event that you wish to make a complaint about how your personal data is being processed by **Ascendit Lifts Ltd** you have the right to complain to us. If you do not get a response within 30 days, you can complain to the ICO.

The details for each of these contacts are:

Linda Barratt, Director, Ascendit Lifts Ltd, 4C-4D Gatwick Metro Centre, Balcombe Road, Horley, Surrey, RH6 9GA

Telephone +44 (0) 1293 785185 email: info@ascenditlifts.co.uk

ICO, Wycliffe House, Water Lane, Wilmslow, SK9 5AF

Telephone +44 (0) 303 123 1113 or email: <https://ico.org.uk/global/contact-us/email/>