

## **RME Services Ltd**

### **Privacy and Data Protection Policy (incorporating GDPR)**

RME Services Ltd (“we” or “us”) are committed to protecting your privacy and we comply with the data protection laws applicable to the United Kingdom. This Privacy Policy explains how we use any information we collect about you and the information provided, forms part of our Terms and Conditions of Use.

#### **What information do we collect about you?**

The type of information we may collect includes but is not limited to your name, postal address, job title, email address and telephone number so that we can contact you accordingly. We may also obtain information about your usage of our websites using Cookies. You are not required to provide this data should you not wish to however, should you choose not to, we may be unable to offer you the services and products requested or answer any questions you may have.

#### **How do we use the information we collect about you?**

We may use the information provided by you:

- To process your order or manage your account (if applicable).
- To contact you for your views on our services.
- To notify you about important changes or developments.
- For record keeping purposes and incorporation into our internal data system and employment.
- To keep you informed about our products and services.
- Information is retained to meet our legal obligations.

#### **Disclosing your data**

We never make your personal details available to any other third party companies outside our group of companies. We may have to disclose your information by law or because a court or the police or other law enforcement agency has asked us for it or to protect our, or others rights, property or safety. We may also share your information within our organisation and contracted parties to enable us to provide the service and products you require. We never sell your data to any other parties. The aforementioned does not include any web hosting partners, or associated parties that assist us with the operation of our business in connection with online services, as we do not have any direct control over such. We may disclose your information if we determine that it is reasonably necessary to enforce our company’s terms and conditions, or to protect our employees. Should the company form part of a merger, sale or other, then the information obtained will transfer to the new company under the same rights as the existing.

#### **How is your information protected?**

We take protection of your information seriously and have appropriate physical and technological security measures in place to keep it safe, processes are in place to ensure data is not accidentally lost. Internally, we restrict access to personal information. Only employees who are required to access the information to carry out their jobs have access to it. Access to your personal information is limited to our own personnel, contractors and associates under a need to know bases. We ensure that our privacy policy is rolled out to all company employees to safeguard your personal information.

## **Sites, Services and links**

RME Services Ltd may provide information, links to or services to or from third parties who are not under the direct control of ourselves. We do not take responsibility for these organisations and you should therefore familiarise yourselves with their individual terms and privacy policies to satisfy yourself. It is your own responsibility to ensure that any data you share on a forum operated by, or engaged in by us located in the public domain, is data that you are happy to share.

## **Cookies**

Cookies are small files that a website places on your hard disk to enable additional features of the website to work. Use of cookies is an industry standard and many websites use them, and most internet browsers automatically accept cookies. Cookies that may be used by us are, but not limited to Analytic, Tracking, Performance and Pixel tags. You are able to manage your own cookie history should you so wish utilising your own browser settings.

The law relating to the use of cookies changed in May 2011. Website operators are now required to provide clear information in relation to the cookies operating on their site and to also obtain the user's consent before setting a cookie on their computer or handheld device.

Our cookies do not contain any personally identifying information but they do enable us to provide a more user-friendly experience. We do not use cookies to gather personal information such as a person's name or email address. However, in order to track usage on our website, we may use cookies to identify repeat visitors to the website and to determine the path visitors take on our site. Any information gathered by the use of cookies is compiled on an aggregate and anonymous basis.

## **Location services**

RME Services Ltd and its partners may collect and share location details of our employees, associates, vehicles, plant and equipment and other associated devices, or products utilising GPS, coordinates, blue tooth, IP addresses, Wifi and other technologies that enable location services. This information will be used in connection with the services and products supplied and operated by RME Services Ltd and its direct associates only.

## **Marketing**

As a rule RME Services Ltd does not actively carry out marketing campaigns however, you may receive marketing or information directly in relation to products and services we may be providing to you, if you have not opted out. You will only receive these if you have provided your consent and may of course opt out at any time.

## **Integrity and retention of personal data**

RME Services Ltd will make every effort to ensure that personal data held on file is accurate and up to date. As standard practice we will retain this information for a period of time applicable by law usually 7 years, unless it is required for ongoing business activities. All information requiring eradication under these guidelines will be confidentially shredded or permanently deleted from our servers.

Summary periods are as follows:

Security information: 7 Years

Marketing: Until such time as you unsubscribe.

All other information: 7 Years if not required for ongoing business activities.

### **Data Protection Act statement**

RME Services Ltd fully supports the requirements of the Data Protection Act and are committed to the protection of personal data belonging to our suppliers, customers and colleagues.

We are aware of our obligations under the General Data Protection Regulations (GDPR) and have adopted a proactive approach to the implementation of the legislation. This includes reviewing existing and where appropriate developing and implementing new policies and procedures to ensure personal data is collected, stored and disposed of in a manner compliant with the requirements of the GDPR.

### **Contact and Questions**

For any enquiries, complaints, or issues regarding Data Protection or policies at RME Services Ltd, please contact our Communications Manager Miss Juliet Vaill [jvaill@rmeservices.com](mailto:jvaill@rmeservices.com) t: 01252 718024.

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Trevor Roberts  
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