



# **Data Protection and Privacy Policy**

Version 1.0

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## 1 Policy

ISB Limited needs to gather and use certain information about individuals.

This can include customers, suppliers, business contacts, employees and other people the company has a relationship with or may need to contact.

This policy describes how ISB Ltd keeps the personal details secure and uses the information provided to ISB Ltd consistently with applicable privacy and data protection laws and the terms of this Privacy Policy.

## 2 Objectives

This privacy policy ensures ISB Ltd:

- Complies with data protection law and follows good practice
- Protects the rights of staff, customers and partners
- Is open about how it stores and processes individuals' data
- Protects itself from the risks of a data breach
- The information we hold and process will only be used for our management and administrative purposes
- ISB Ltd will keep and use it to enable us to run the business and manage our relationship with customers, suppliers, business contacts effectively, lawfully and appropriately. This includes using information to enable us to comply with the terms and conditions, to comply with legal requirements, to pursue the legitimate interests of ISB Ltd and protect our legal position in the event of legal proceedings.

## 3 Information collected by ISB Ltd

The policy applies to all data that the company holds relating to identifiable individuals, even if that information technically falls outside of the Data Protection Act 2018. This can include:

- Names of individuals
- Postal addresses
- Email addresses
- Telephone numbers
- plus any other information relating to individuals
- We also collect website usage information. We do this using cookies (see section 7 below).

## 4 Personal information usage by ISB Ltd

The information provided by individuals may be used in a number of ways, for example:

- to provide you with the information, products and services you ask for, and honour any contract you have with us;
- for statistical purposes when we evaluate our range of services;
- to manage customer service queries.

## 5 Who will ISB Ltd share the personal information with?

In certain circumstances, the Data Protection Act allows personal data to be disclosed to law enforcement agencies without the consent of the data subject.

Under these circumstances, ISB Ltd will disclose requested data. However, the data controller will ensure the request is legitimate, seeking assistance from the Directors and from the company's legal advisers where necessary.

## 6 How long will ISB Ltd hold personal information for?

We have a system of retention periods in place to ensure that personal information is only stored whilst it is required for the relevant purposes or to meet legal requirements.

Where this information is no longer required, we will ensure it is disposed of in a secure manner.

## 7 Cookies

Our website uses cookies to distinguish an individual from other users on our website. This helps us to provide users with a good experience when they browse our website and also allows us to improve our site.

## 8 How can an individual/company access and update their information ISB Ltd holds about them?

An individual/company has the right to request a copy of the information that we hold about them. If they would like a copy of some or all of their personal information, they can email or write to ISB Ltd at the address below:

[data@isb.co.uk](mailto:data@isb.co.uk)

ISB Ltd, Westcroft, 16-18 West Street, Reigate, Surrey, RH2 9BS

We want to make sure that the personal information is accurate and up to date. An individual/company may ask us to correct or remove information they think is inaccurate.

If they have any questions about our privacy policy or information ISB Ltd holds about them they can contact us:

By email: [data@isb.co.uk](mailto:data@isb.co.uk)

Or write to ISB Ltd at ISB Ltd, Westcroft, 16-18 West Street, Reigate, Surrey, RH2 9BS

## 9 How does ISB Ltd update this privacy policy?

We keep our privacy policy under regular review and we will place any updates on our webpage. This privacy policy was last updated on 3<sup>rd</sup> December 2018.