



## **PRIVACY POLICY**

Signum Facilities Management Ltd is committed to complying with its obligations under the General Data Protection Regulations 2016 (GDPR) and protecting your privacy, including your personal data. We will be the data controller of any personal data which we collect from or about you. This Policy describes how and why we collect, store and process your personal data.

This policy applies to your use of our site. Please note that we have no control over how your data is collected, stored or used by other websites which are accessed through links contained on [www.signumfm.co.uk](http://www.signumfm.co.uk)

### **Your Rights**

As a data subject you have certain rights which you may exercise if we are in possession of, or are processing your personal data.

Access – you have the right to request a copy of the information we hold about you

Rectification – you have a right to correct data that we hold about you that is inaccurate or incomplete

Right to be forgotten – you have a right, in certain circumstances, to ask for the data we hold about you to be erased from our records

Restriction – you have the right to restrict the processing of your data where certain conditions apply

Portability – you have the right to have the data we hold about you transferred to another organisation

Objection – you have the right to object to certain types of processing such as direct marketing.

### **On what basis do we process personal data?**

We process personal data where we have a lawful reason on which to do so and is dependent on the nature of the information collected and the purpose for which it will be used. This will be one or more of the following:

Legal obligation – where compliance with our legal obligations requires us to do so

Contractual – where you have a contract with us or because you have asked for us to take specific steps before entering into a contract

Consensual – where you have provided you consent for us to process your data for a specific purpose



Vital – where processing is necessary to protect someone's life

Legitimate – where processing data is necessary of our legitimate interests of that of a third party

### **What information do we collect and process?**

This section sets out the types of information that we may collect and how it may be used.

#### *Our website*

If you visit our website your personal data including your name, email address, telephone number and other contact information will be collected if you register to use the website (where registration is required), subscribe to one of our services, post material or request further services.

We may also ask you to complete surveys that we use for research purposes, although you do not have to respond to them.

We may collect details of your visits to our websites including traffic data, location data, weblogs and other communication data as well as details of the resources that you access.

We use information held about you in the following ways:

- To ensure that content from our websites is presented in the most effective manner for you and for your computer.
- To provide you with information, products or services that you request from us.
- To carry out our obligations arising from any contracts entered into between you and us.
- To allow you to participate in interactive features of our service, when you choose to do so.
- To notify you about changes to our service.
- Our website uses cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website and also allows us to improve our site.

In addition, if you have signed up to access publications or receive our marketing materials we may use your information as set out in the Business Contacts section below. If you do not want us to use your data in this way contact us please contact us at [admin@signumfm.co.uk](mailto:admin@signumfm.co.uk)



### *Business contacts*

If you have signed up to access publications or receive our marketing materials, personal data including your name, email address, telephone number and other contact information will be collected at the time you complete the form.

We may use the information we collect to provide you with information on publications, products or services that we feel may interest you. You may specify your contact preferences when you receive communications, products or services from us. You can also change your contact preferences at any time by contacting us directly at [admin@signumfm.co.uk](mailto:admin@signumfm.co.uk)

### *Customers*

We collect personal data from our customers where necessary to provide our services or where an individual has otherwise consented to its collection.

We may use the personal data collected for the purposes of:

- Providing our products and services to you or the organisation you represent.
- Operating back office and administration services connected with the provision of our products and services.
- Managing relationships including by providing you with information access to publications.
- Basic personal data may be used for billing, invoicing and payment purposes.

### *Suppliers and third party service providers (including individual contractors)*

We may collect personal data including your name, email addresses, telephone numbers and other business contact information for the purposes of receiving services or quotations, managing relationships, providing services to our clients and operating our business.

We may use and disclose the information we collect in such manner as we believe to be necessary to enable us to carry out our business and to receive the services being provided. This includes the use of personal information in connection with billing, invoicing, payment and legal enforcement.

Basic personal data will be used for billing, invoicing and payment purposes.

### *Signum Facilities Management Ltd personnel*

Personal data in relation to Signum Facilities Management Ltd personnel is collected and held on our systems and applications. Further information regarding the collection and use of personal data of Signum Facilities Management Ltd personnel is provided as part of our induction process and can be obtained by Signum Facilities Management Ltd personnel at any time by contacting [admin@signumfm.co.uk](mailto:admin@signumfm.co.uk)



### *Job applicants*

If you register interest in applying for a vacancy with Signum Facilities Management Ltd or submit an application for a vacancy we will collect your name and contact details including your address, email address and telephone number. More detailed personal data may also be collected where you are the subject of a vetting process which may include details of your employment and education history, references, professional memberships and qualifications, credit check results, criminal records check results, DVLA details and proof of identity documents.

Information we collect will be used by us to process and progress your application and to complete our recruitment processes should you go on to be employed or engaged by us.

### *Media*

Personal data including your name, email address, telephone number and other business contact information may be collected directly from you, any organisation you represent, marketing or PR agencies or from databases and platforms which you have signed up to.

We may use the personal data we collect for the purposes of circulating press releases, statements or market commentary or inviting you to attend events or to meet or speak with Signum Facilities Management Ltd personnel.

### **Retention**

Signum Facilities Management Ltd will only retain personal information for the period necessary to fulfil the purpose for which it has been collected and processed or to ensure compliance with legislation

### **Disclosure of Your Information**

We may disclose your information to businesses that are part of the same group of companies as us, or that become part of that group.

We may also disclose your personal information to third parties in certain circumstances including:

- We may provide personal data to clients, third party suppliers, service providers, professional advisors and other business partners to enable us to provide or receive products or services.
- In connection with the administration and operation of our business we may provide personal data to third parties who provide support services including IT, finance and accounting and HR services and marketing, business development and consultancy services.
- In the event that we sell or buy any business or assets, we may disclose your personal data to the prospective seller or buyer of such business or assets.
- We may disclose or share your personal data if we are under a duty to do so in order to comply with any legal obligation or where necessary to enforce any legal right or contractual agreement, or to protect the rights, property, or safety of Signum



Facilities Management Ltd, our employees, customers, or others. This includes exchanging information with other companies, organisations and bodies for the purposes of fraud protection and credit risk reduction.

### **Transfer and storage of your data**

The data that we collect from you may be transferred to, and stored at, a destination outside the European Economic Area ("EEA"), including the United States of America. It may also be processed by staff operating outside the EEA who work for us or for one of our suppliers. Such staff may be engaged in, amongst other things, the fulfilment of orders, the processing of payment details or the provision of support services. By submitting your personal data to us, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this Privacy Notice

### **Cookies**

Our website uses cookies to distinguish you from other users to enable us to provide you with a better experience when you browse our website and to allow us to improve our site.

### **Changes to Our Privacy Policy**

This privacy notice was last updated in May 2018. Any changes that we make to our privacy policy in the future will be posted on this page.

### **Contacting Us**

Our Data Protection Officer is responsible for the management of person data within Signum Facilities Management Ltd and for ensuring compliance with data protection legislation can be demonstrated.

If you have any queries, comments or requests regarding this Privacy Policy or would like to exercise any of your rights set out above, please address these to:-

The Data Protection Office  
Signum Facilities Management Ltd  
Prime Business Centre  
Millfield Industrial Estate  
Doncaster  
DN5 0SJ

Email: [admin:@signumfm.co.uk](mailto:admin:@signumfm.co.uk)

### **Complaints**

If you wish to make a complaint about how your personal data is being processed by us (or the third parties referred to in this Privacy Notice), or how your complaint has been handled,



you have a right to lodge a complaint with our Data Protection Officer using the contact details above or by contacting:

**The Information Commissioners Office**

Wycliffe House  
Water Lane  
Wilmslow  
Cheshire SK9 5AF

If we cannot resolve your concerns, you may report a concern to the Information Commissioner at [ico.org.uk/concerns](https://ico.org.uk/concerns) or telephone (0303) 123 1113 for further information about your rights.