

Kent Office Solutions Ltd Privacy Policy

This Privacy Policy sets out how Kent Office Solutions Ltd collects, uses, stores and processes your personal data. We are committed to ensuring that your privacy is protected and that any information we collect or store will only be used in accordance with this Privacy Policy.

Kent Office Solutions Ltd may change or update this Policy from time to time; therefore you should check periodically that you are happy with any changes made. This Policy was last updated on 18th June 2018.

What Information Do We Collect

Kent Office Solutions Ltd collects, stores and uses personal information when you visit our website, request information on products and services, interact verbally or by email with us, and to manage your account with us. We do not collect any personal data from you that we do not need. Data that we may collect, but is not limited to, is as follows:

- First name and surname
- Job title
- Company name, address and postcode
- Billing and delivery addresses
- Contact information including email address and telephone number(s)
- For suppliers only, Company bank details in order that we may pay you accurately

We do not collect any special categories of personal data such as details of race, ethnicity, religious belief, sexual orientation, political opinion, health, generic or biometric information.

We may collect personal banking information such as credit or debit card details on a purely per transaction basis; this means that such details are taken in order to process a specific transaction only and that such information is not stored or identifiable thereafter. Where multiple or repeated transactions are required, such information will be requested on each and every occasion.

What We Do With Your Information

We require and use the information gathered in order to manage your account, process any orders and to aid in the provision of professional services. In order to process some orders, we may need to send your information to our suppliers as necessary and required. We may also use the information:

- To send Statements, Invoices, Credit Notes, Order Acknowledgements and Confirmations
- To send payment reminders and other credit control messages to you
- To deal with complaints or other general enquiries

Disclosure of Personal Information

Kent Office Solutions Ltd may disclose your data to any of the Company's employees or suppliers as is reasonable and necessary for the purposes of order fulfilment and delivery.

We may also disclose your personal information:

- To the extent that we may be required to by law
- In connection with any ongoing or future legal proceedings
- In order to establish or defend the Company's legal rights (including the disclosure of information to others for the purpose of fraud prevention and credit risk management)

Except as set out in this Policy, we will not disclose your personal data to third parties. We will not sell or rent your personal data to any third parties.

Retention of Personal Information

Any personal information gathered as set out in this Policy and processed or used for the purpose(s) as set out in this Policy will not be kept for longer than is necessary for such purpose(s).

We will retain data and documents (including those in electronic format):

- To the extent that we are required to do so by law
- If we believe that any such documents or data may be relevant to any ongoing or prospective legal proceedings
- In order to establish or defend the Company's legal rights (including the disclosure of information to others for the purpose of fraud prevention and credit risk management)

Security of Personal Information

Kent Office Solutions Ltd is committed to ensuring your data is secure; to prevent the loss, alteration or misuse of your information we have put appropriate physical, electronic and managerial measures in place in order to safeguard and keep secure any information we have collected.

Personal information provided or collected is stored on secure (internal and external firewall and password protected) systems.

You acknowledge that transmission of data over the internet may be inherently insecure and we cannot guarantee the security of any data transmitted by that means.

How We Use Cookies

A cookie is a small file which asks permission to be placed on your computer's hard drive. Cookies help to analyse web traffic in order to identify which pages are being used, and to help us improve our website to help tailor it to customer needs and thus improve customer experience. This information is used for statistical analysis and then removed from the system. A cookie does not give us access to your computer or any information about you, other than the data you choose to share with us when completing an enquiry form for example.

You can choose to accept or decline cookies using the taskbar on the website; you can also modify your browser settings to decline or remove cookies after use of the website if you prefer. Please note however that such action may prevent you from taking full advantage of the website.

Information such as names and addresses gathered through the use of cookies is not kept on record; data collected from the use of cookies is aggregated and anonymised.

Our website may contain links to other websites of interest. Once you have used any such link to leave our website, please note that we do not have any control over any such other website and cannot therefore be responsible for the protection or privacy of any information you may provide whilst visiting such websites. Such websites are not covered by this Privacy Policy and you should exercise caution and check any privacy policy applicable to any such third party website.

Accessing and Correcting Your Data

You may request details of any personal information which we hold about you. If you would like a copy of any or all information held on you by us, please either write to us at:

Kent Office Solutions Ltd, Unit 8 Invicta Way, Manston Business Park, Manston CT12 5FD

Or send an email to enquiries@kentofficesolutions.com

If you believe any information held on you is incorrect or incomplete, please write to or email us as soon as possible, giving full details of any corrections or omissions, and we will immediately update or remove such information as required.

Your Rights

- You may instruct us to provide a copy of any information held about you without cost to you by completing a Subject Access Request. Please note that any such request may be subject to the supply of appropriate evidence of identity
- We may withhold information held to the extent permitted by law
- You may instruct us at any time not to process or use your personal information for marketing purposes
- You have the right to object to us processing your personal information
- You have the right to request removal and erasure of your personal information
- You have the right to request the correction or removal of any personal information we hold that you believe is inaccurate
- You have the right to be informed that we hold and may process personally identifiable information; this will be done with this Privacy Policy as currently available or as amended in future
- You have the right of data portability; to request such personal data in machine readable format

Third Parties

Please note that Kent Office Solutions Ltd has no control or influence over, and is not responsible for, any privacy policies or practices of any third parties.

Shredding Services

Secure and confidential shredding services are carried out on Kent Office Solutions Ltd's behalf by Data Solutions 2016 Ltd, trading as Restore Datashred, a BS EN15713:2009 Shredding Standard Accredited and ISO27001 Compliant Company.

For sites directly serviced by Restore Datashred, collection of confidential data including but not limited to documents, files, CDs, DVDs and hard drives is carried out by Restore Datashred operatives; depending on the type of service relevant to a specific site, shredding/destruction is carried out on site or removed for secure and confidential destruction. Certificates of Destruction specific to each site and service date are provided to Kent Office Solutions Ltd by Restore Datashred and these are sent to the customer. It remains the customer's responsibility to ensure that confidential documents are placed and sealed in the opaque document sacks/containers provided by Restore Datashred.

For sites not directly serviced by Restore Datashred, the collection of confidential data (limited to documents suitable for shredding) is carried out by Kent Office Solutions Ltd staff. Documents collected by Kent Office Solutions Ltd are returned to our depot, where they are placed within the secure (locked) container provided to Kent Office Solutions Ltd by Restore Datashred. Regular collections are made by Restore Datashred and the documents are removed for secure and confidential destruction. It remains the customer's responsibility to ensure that confidential documents are placed and sealed in the opaque document sacks/containers provided. A general Certificate of Destruction covering each periodical collection from our depot is supplied to Kent Office Solutions Ltd by Restore Datashred and a copy of such a Certificate, covering the specific period/collection date and naming Kent Office Solutions Ltd, is available to customers on application to enquiries@kentofficesolutions.com

Kent Office Solutions Ltd holds a Duty of Care/Annual Controlled Waste Transfer Note supplied by Restore Datashred; a copy of this is available on application to enquiries@kentofficesolutions.com

For information purposes only, Restore Datashred's Privacy Policy can be found at <https://www.restore.co.uk/Privacy-Policy>

A copy of Restore Datashred's ISO27001 Certificate confirming that, as a processor, they are following the processes stipulated by the regulations is available on application to enquiries@kentofficesolutions.com

A copy of a standard blank Restore Datashred Contract (including reference to Data Protection in Restore Datashred's Terms & Conditions), as provided to Kent Office Solutions Ltd by Restore Datashred and covering the services supplied to Kent Office Solutions Ltd, is available on application to enquiries@kentofficesolutions.com

Further information on Restore Datashred's service can be found at <https://www.restore.co.uk/Datashred/Services/Onsite-Shredding> and <https://www.restore.co.uk/Datashred/Services/Offsite-Shredding>

Associated Companies or Websites

Please note that this Privacy Policy also applies to:

Surrey Office Solutions Ltd (a wholly owned subsidiary of Kent Office Solutions Ltd)

DefibRental Solutions (a trading name of Kent Office Solutions Ltd)

Our online customer ordering portal:

<https://seuresite08.opweb.co.uk/ProlinkWeb/MalcolmAndrew/logon.asp?sNextUrl=%2FDefault%2Easp&thisHost=ma.opweb.co.uk>