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INTEGRITY FIRE SOLUTIONS t/a IMS GROUP GDPR POLICY

Introduction

Integrity Fire Solutions t/a IMS Group recognises that it is essential to comply with GDPR legislation. This policy will explain how our organisation uses the personal data we collect from you when you engage with us and how we use that information.

What data do we collect?

Integrity Fire Solutions t/a IMS Group will collect and utilise only information required for the delivery and marketing of services provided by the Group to our clients.

Contact information for clients, including site contacts, procurement, accounts and senior management where appropriate, as supplied by individuals or centrally by partner companies.

Contact information includes:

- Names
- Telephone numbers, including mobile phone numbers
- Addresses of sites and offices where client business is conducted
- Email addresses
- Summary information of topics discussed and business conducted.

How do we collect and record data?

Information is passed directly to us by our partner companies and relevant individuals.

How will we use this data?

Integrity Fire Solutions t/a IMS Group will only utilise information gathered to service and market the usual business of the company. It will not be passed to any third parties, with the exception of information required to process orders, which may require sending information to and using the resulting information from, credit reference agencies to prevent fraudulent activity.

How do we store data

Integrity Fire Solutions t/a IMS Group utilises a CRM system to record client contact details and relevant information connected to the relationship and business of our clients.

Information is stored on secure IT systems, including all email communication, and accessed only by those with relevant permissions.

Marketing

Integrity Fire Solutions t/a IMS Group will utilise, with permission, client contact details to send information linked to the promotion of our services and the facilities management industry generally that are relevant to the individuals contacted.

If permission is granted, individuals have the option to opt-out of receiving future communications by contacting the company either via their individual point of contact or by emailing the company directly via info@imgroup.eu.

What are our clients data protection rights?

Integrity Fire Solutions t/a IMS Group make this policy available to our clients and relevant individuals to ensure they are fully aware of their data protection rights. All individuals and companies are entitled to the following:

- **The right to access** – Individuals and companies have the right to request Integrity Fire Solutions t/a IMS Group for copies of your personal data. The company may charge a small administration fee for this service.
- **The right to rectification** – Individuals and companies have the right to request that Integrity Fire Solutions t/a IMS Group correct any information you believe is inaccurate. They also have the right to request the company to complete information they believe is incomplete.
- **The right to erasure** – Individuals and companies have the right to request that Integrity Fire Solutions t/a IMS Group erase your personal data, under certain conditions.
- **The right to restrict processing** – Individuals and companies have the right to request that Integrity Fire Solutions t/a IMS Group restrict the processing of personal data, under certain conditions.
- **The right to object to processing** – Individuals and companies have the right to object to Integrity Fire Solutions t/a IMS Group processing of personal data, under certain conditions.
- **The right to data portability** – Individuals and companies have the right to request that Integrity Fire Solutions t/a IMS Group transfer the data that we have collected to another organisation, or directly to them, under certain conditions. The company may charge a small administration fee for this service.

If individuals or companies make a request, Integrity Fire Solutions t/a IMS Group have one month to respond. To exercise any of these rights, please contact us:

Telephone: 01708 787878
Email: info@imgroup.eu
Write: Integrity Fire Solutions t/a IMS Group
IMS House
Sungate
Collier Row Road
Romford
Essex
RM5 2BH



Monitoring and review

Integrity Fire Solutions t/a IMS Group will establish appropriate information and monitoring systems to ensure this policy is reviewed and adapted in line with any changes to relevant legislation.

This policy will be communicated regularly to employees of the company and will be made available to all new clients.

How to contact the appropriate authority

Should individuals or companies wish to report a complaint or if you feel Integrity Fire Solutions t/a IMS Group has not addressed your concern in a satisfactory manner, they may contact the Information Commissioner’s Office:

Website: <https://ico.org.uk>

Live chat service: <https://ico.org.uk/livechat>

Helpline: 0303 123 1113

Date of Policy Review: 06/01/2020

Signed:

Graeme Alexander

Managing Director

On behalf of Integrity Fire Solutions t/a IMS Group

This policy will reviewed in Jan 2021 and the appropriate action taken.

IMS House, Sungate, Collier Row Road, Romford, Essex RM5 2BH

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