

## **PRIVACY POLICY**

### **Introduction**

At FCC, we are committed to safeguarding your privacy. The information that you provide about yourself to us will only be used in accordance with this Privacy Policy. This Privacy Policy is intended to help you understand what information may be gathered from you and how we will use it.

Please read these provisions carefully before using our website. By accessing or using our website, you agree to be bound by the provisions set out below. If you do not agree to be bound in this way, do not continue to access or use our website. We may modify these provisions at any time. Any such modifications are effective immediately from the time they are published on our website. You agree to review these provisions regularly to ensure you become aware of any modifications to them.

This privacy policy does not apply to any content or information contained in or collected from or submitted to any third party websites which you access via any link from our website. We do not accept any liability loss or damage which you may incur as a result of any content or information contained in or collected from any third party websites.

### **Who is responsible for your data?**

FCC Environment (UK) Limited (“FCC”) has overall responsibility for your data.

### **What personal information do we collect?**

We may collect information in the following ways:

- when you contact us by telephone, by e-mail, or on this website;
- when you register on our website to use our services; and
- by way of cookies, such as details of your visits to this website and resources you access.

For further information on the purposes for which we use cookies and on our storage of and, access to, information collected by such cookies, please see our Cookie Policy.

### **Cookies**

Cookies are tiny text files stored on your computer when you visit certain web pages. We use cookies to keep track of any quotes you have saved or any services you have ordered and to remember you when you return to our site. To order a service at our website, you need to have all cookies enabled, though you can still use the website for browsing and research purposes without enabling them.

### **Making an enquiry**

If you make an enquiry with us, we will store your name, geographical address including postcode, email address and phone number(s), which we will use to communicate with you.

### **Requesting a callback from us**



If you request contact from us, we will store your name, geographical address including postcode, email address and phone number(s), which we will use to communicate with you.

### **Requesting a Quotation**

If you request a quotation, we will store your name, geographical address including postcode, email address and phone number(s), which we will use to communicate with you. We will also store information about your requirements and preferences regarding the services for which you are requesting a quotation.

### **Registering with us**

If you register as a user of our website, we will store your business name, contact details (including, but not limited to, geographical address, telephone and facsimile numbers, email address, the name and contact of a representative of your business), the business sectors in which you are interested, the products and services you provide and require, the geographical regions in which you are active, corporate details including, but not limited to, the owners and beneficial owners of the business and financial information about your business, including, but not limited to, trading volumes, invoicing information and payment tracking information.

### **Ordering Services**

If you order from us, we will store your name, geographical address including postcode, delivery address including postcode, email address and phone number(s) to contact you, if necessary, about your order, to deliver services that you have purchased and to inform you by email of the progress of your order.

### **Job Applicants**

If you submit an application for employment to us, we will store all of the details on that CV or application, including personal details of your referees. By giving us your referees' data, you are representing to us that you have consent for us to hold their names and contact details. The data contained within your application for employment will only be held to process your application and any subsequent employment. Should you not be offered employment with FCC, your job application data will be destroyed unless you give us express consent to hold it on file for consideration for positions arising in future.

Where your job application contains sensitive personal data, such as your racial or ethnic origin or religious beliefs, by sending it to us you are giving us your consent to collect and process this sensitive personal data. We will only use such data during the course of your employment to monitor equality and diversity issues within the company. All other data held by FCC will be used only for matters relating to your status as an employee of the company. We will only disclose information to a third party where required by law to do so.

### **Data Protection**

We will comply with the requirements of all relevant data protection legislation in force from time to time. In particular, you may request a copy of any personal data held by us about you, upon written application. If you believe that any personal information we hold about you is incorrect or incomplete, please contact us immediately. Any information found to be incorrect will be corrected promptly. Our nominated representative for the purpose of the General Data Protection Regulations



2018 is our Company Secretary who you can contact at 900 Pavilion Drive, Northampton Business Park, Northampton, NN4 7RG or [info@fccenvironment.co.uk](mailto:info@fccenvironment.co.uk).

You have the right to ask us not to process your personal data for marketing purposes. We will usually inform you (before collecting your data) if we intend to use your data for such purposes or if we intend to disclose your information to any third party for such purposes. You can exercise your right to prevent such processing by indicating this on the forms we use to collect your data. You can also exercise the right at any time by contacting our Company Secretary at 900 Pavilion Drive, Northampton Business Park, Northampton, NN4 7RG or [info@fccenvironment.co.uk](mailto:info@fccenvironment.co.uk).

If at any time you purchase services from us, we may also use your data to provide you with information by e-mail or telephone about similar services to those purchased by you and which we feel may be of interest to you. Please contact our Company Secretary at 900 Pavilion Drive, Northampton Business Park, Northampton, NN4 7RG or at [info@fccenvironment.co.uk](mailto:info@fccenvironment.co.uk) if you do not want us to use your data in this way.

### **For which purposes will we use your personal data?**

The personal information that you provide to us will be used for the following purposes (“**Permitted Purposes**”):

- to answer your enquiry and provide you with information, products or services that you request from us;
- to fulfil any contract between us;
- to contact you, if necessary, about your order;
- to contact you, if necessary, about your account;
- to contact you, if necessary, about your job application;
- to request your participation in marketing research to help us improve our services;
- to inform you by post, email, telephone, SMS and/or MMS of other products and/or services we supply which may interest you;
- to inform you by post, email, telephone, SMS and/or MMS of products and/or services from other companies within our group which may interest you;
- to pass on to a successor in title to our business or to anyone to whom we assign our contract with you.
- ensure that content from our website is presented in the most effective manner for you and for your computer; and
- notify you about changes to our service.

If you wish any or all of your personal information submitted to be removed from our database at any time, or if you do not wish to receive any marketing information from us, or if you wish to update or correct any inaccuracies in the personal information we hold about you or, if you have any other comments, please e-mail us at [info@fccenvironment.co.uk](mailto:info@fccenvironment.co.uk).

### **Passing of Information to Third Parties**

Your information will be passed to third parties, including other companies in the FCC Group, in the following circumstances:

- If it is necessary for the performance of the services you have requested;



- If such third parties are the police or any other regulatory or government authority where we are under a legal or regulatory obligation to do so; or
- If it is necessary to administer any marketing or research campaign on our behalf; or
- If we are required to investigate actual or suspected fraudulent or criminal activities; or
- If such disclosure is to anyone to whom we transfer or may transfer our business and/or our rights and duties under our contract with you.

### **General Statistical Information**

We shall also collect statistical information about our website and its users, including, but not limited to, IP addresses, pages viewed, number of sessions and number of unique visitors.

### **Call Monitoring and Recording**

We may monitor and/or record telephone calls in order to improve our services.

### **Keeping data secure**

We take appropriate technical and organisational measures to keep our personal data confidential and secure in accordance with our internal procedures covering the storage, disclosure of and access to personal data. Personal data may be kept electronically in our computer systems, as well as those of our contractors, agents and/or professional advisors, or in paper files.

### **Transferring data abroad**

Because of the way FCC is structured and owned, we may need to transfer your personal data abroad, if required for the Permitted Purposes, as described above. This may include countries which do not provide the same level of protection as UK law. We will ensure that any such international transfers are made subject to appropriate or suitable safeguards as required by the General Data Protection Regulations (UE) 2016/679 or other relevant laws.

### **For how long will we retain data?**

Data will be deleted when it is no longer reasonably required for the Permitted Purposes or you withdraw your consent (where applicable) and we are not legally required or otherwise permitted to continue storing such data.

This Privacy Policy was updated in June 2018 and remains current until replaced.