



## Privacy Policy

### Policy Statement

This Privacy notice explains what to expect from Hartland Group when you contact us or use our services. This notice will explain how we collect, use, and protect your data, and what rights you have with regards to your personal data and how you can exercise those rights.

### Who Are We?

We are Hartland Group Ltd and for the purpose of this document we are also known as ‘the data controller’ meaning that we determine what data is collected, how the data is used and how the data is protected. Our registered address is *Office 1, Izabella House, 24-26 Regent Place, City Centre, Birmingham, B1 3NJ*.

Hartland Group Ltd is responsible for ensuring that the Privacy Notice is correct and that the Privacy Notice is displayed on our website to make all data subjects aware of the contents of this Notice prior to Hartland Group Ltd commencing collection of any personal data. All staff that are tasked with collecting and processing personal data are required to understand our Privacy Policy and follow our internal procedures. If you have questions about how we process personal data, or would like to exercise your data subject rights, please email us at [info@hartland-group.com](mailto:info@hartland-group.com) or complete the contact form on the website.

### Why Do We Collect Your Personal Data?

Some of the personal data we process is provided directly to us by you for one of the following reasons.

1. You have contacted us to make a general enquiry or require a service
2. You are a contractor/individual who provides us with a service
3. You have contacted us to provide you with a product or service over a period
4. You either work for us or have applied for a job / work experience placement with us

### How Do We Use Your Personal Data?

We will use your personal data in the following ways.

1. If you are a customer purchasing our products or services, we will use your personal data to communicate with you regarding the provision of our products or services, as well as for necessary payments and receipts.
2. If you are a supplier, we will use your personal data to facilitate purchases from you and for any necessary payments and receipts
3. If you are a **contractor** or **individual providing us with a service**, we will use your personal data to communicate with you regarding the provision of your services and any associated payments



4. If you ***work for us*** or ***have applied for a job*** or ***work experience placement***, we will use your personal data to communicate with you about the position, ensure your safety while at work, and process payments as needed.

Additionally, when you visit our website, we collect certain information (through cookies) including your location, browser version, IP address, operating system, and flash support. This helps us improve the website experience for all our visitors. For more details, please refer to our Cookie Policy.

### **Who Will We Disclose Your Personal Data With?**

We will securely disclose your personal data in the following situations.

1. If you are a ***customer*** purchasing products or services from us, your personal data will be used solely by our office staff to fulfill your order and provide the requested product or service
2. If you are a ***supplier***, your personal data will be used solely for the purpose of processing payments. Your data may be shared with relevant third parties, such as HMRC, as required during the financial year.
3. To a law enforcement or regulatory agency, at their request or to protect our legal rights.
4. If you have ***worked for us***, your personal data will be used for the purpose of remuneration of your services and in the event of a workplace accident. We will disclose your personal data with may be shared with HMRC and the Health & Safety Executive, as appropriate.

Please note that we will in ***no circumstance*** ever give away or sell your personal data to third parties.

### **How Will We Keep Your Personal Data Safe?**

The security of your personal data is our top priority. We are dedicated to keeping your information safe and have implemented appropriate physical, electronic, and managerial measures to protect it from unauthorized access or disclosure.

### **How Long We Will Retain Your Personal Data?**

The length of time we retain your personal data depends on the reason for processing and storing it.

1. If you are a ***customer***, we will retain your data for a period of 7 years following the point of purchase. Payment data received via accounting and banking systems are stored for accounting and tax obligations with the HMRC.
2. If you are a supplier, we will retain your data for a period of 7 years in the event of future purchases, or to follow up on a product warranty.
3. If you are a contractor/individual who provides us with a service, we will retain your data for a period of 7 years following the last payment made.



4. If you are *currently* or *have previously worked* for us, we will retain your data for the duration of your employment and for up to one year after your departure. Following this period, only specific information—such as your contract, record of sick days, and payroll details—will be retained for seven years.
5. If you have contacted us with a general enquiry or to request our services, we will only retain your data for the duration of the enquiry. However, we may invite you to subscribe to our newsletter to stay connected.
6. If you have chosen to subscribe to our newsletter, we will retain your data for the period of your subscription and for no longer.
7. If you have subscribed to our newsletter, we will retain your data only for the period of your subscription and for no longer.

#### **How Can You Access, Rectify or Erase Your Data?**

As the *'data subject,'* you have certain rights regarding the personal data we hold. The rights available to you depend on the reason for processing your personal data:

1. ***Right to Be Informed:*** You have the right to know what data we hold about you, how it is processed, and how it is stored. This information will be provided transparently.
2. ***Right of Access:*** You can request copies of your personal information at any time. While this right generally applies, certain exemptions may limit the information you receive.
3. ***Right to Rectification:*** You have the right to request corrections to any inaccurate data and to complete any incomplete information. This right always applies.
4. ***Right to Erasure:*** In specific circumstances, you can ask us to delete your personal information.
5. ***Right to Restrict Processing:*** You can request that we limit the processing of your data under certain conditions.
6. ***Right to Object to Processing:*** If we process your data based on legitimate interests or as part of public tasks, you have the right to object.
7. ***Right to Data Portability:*** This applies to information you have provided to us. You can request that we transfer your data to another organization or directly to you.
8. ***Rights Regarding Automated Decision-Making Including Profiling:*** You have the right to be informed if your data is subject to automated individual decision-making or the automated processing of data.

You are not required to pay any fees to exercise your rights. We will respond to your request within 30 days.

If you wish to make a request, please contact us at [info@hartland-group.com](mailto:info@hartland-group.com) or complete the contact form on our website.

#### **How To Exercise Your Rights or Make a Complaint?**

If you have questions about how we process personal data, or you would like to exercise your data subject rights or make a complaint, please email us at [info@hartland-group.com](mailto:info@hartland-group.com) or complete the contact form on our website.



## What Else You Need to Know

### Links to Other Sites:

Our website contains links to other sites that are not owned or controlled by Hartland Group Ltd.

Please be aware that we, Hartland Group Ltd, are not responsible for the privacy practices of such other sites. We encourage you to be aware when you leave our site and to read the privacy statements of each website that collects personally identifiable information.

**Changes to this Notice:** Hartland Group Ltd reserves the right to amend and update the Privacy Notice periodically and will notify those people who have given consent or are under contract of these change

**Name** Roderick Brobbey

**Role** Director

**Date** 30/01/2025

**Signed** 