

## WEBSITE PRIVACY STATEMENT

We are ACSC Ltd, a Company incorporated in England. Our Company number is 6328540 and our registered address is 18 Boone Street, Lewisham, London SE13 5SB.

ACSC Ltd is committed to ensuring that your privacy is protected. We will continue to comply with the provisions of the Data Protection Act (DPA) until 25th May 2018, after which we will comply with the General Data Protection Regulation (EU) 2016/679) (GDPR) unless and until the GDPR is no longer directly applicable in the UK, together with any national implementing laws, regulations and secondary legislation as amended or updated from time to time in the UK, and any successor legislation to the GDPR and the DPA (together "Data Protection Legislation"). We are the data controller of data you pass to us pursuant to this policy.

The Privacy Policy (together with our website terms and conditions and cookie policy) sets out how we collect personal information from you and how the personal information you provide will be processed by us. By visiting the website at [www.acscltd.com](http://www.acscltd.com) you are accepting and consenting to the practices described in this Privacy Policy. If you do not consent, please do not submit any personal data to us.

What information does ACSC hold and how will we use it?

Information you give ACSC Ltd: You may give us information about you by completing enquiry forms on the website or by requesting via the website that we send you marketing or recruitment information. The information you may give us may include your name, email address, address/location and phone number and personal information about yourself.

We will retain marketing & enquiries information while we are corresponding with you or providing services to you or to a Service User you represent. We will retain different types of data for a period of up to 6 months. New contracts or successful applicants for 6 years.

Information ACSC collects about you: ACSC may collect the following information from you when you visit the website:

- Technical information, including the Internet protocol (IP) address used to connect your computer to the Internet, your login information, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform; and
- Information about your visit, including the full Uniform Resource Locators (URL), clickstream to, through and from the website (including date and time), products you viewed or searched for, page response times, website errors, length of visits to certain pages, page interaction information, methods used to browse away from the page and any phone number used to call our helpline.

Information we receive from other sources: This includes information we receive about you when you use other websites operated by us or other services we provide. This information may include your name, email

address, postal address and phone number. We will retain this information for 6 years.

#### Cookies

The Website uses Cookies to distinguish you from other users of the website. For detailed information on the cookies we use and the purposes for which we use them, please see our cookie policy.

#### Use Made of the Information

ACSC may use the information we receive and/or collect about you to:

- Fulfil your obligations under any contract we have entered into with you or with a Service User you represent, and to provide you or the relevant service user with information or services you or the Service User has requested.
- Send you newsletters and marketing information if you have consented to us to do so.
- Notify you of products and services we feel may interest you or permit third parties to do so if you have provided the appropriate consent.
- Monitor website usage and provide statistics to third parties for the purposes of improving and developing the web site and the services we provide via the website.

ACSC process personal information for certain legitimate business purposes, which include some or all the following:

- Where the processing enables ACSC to enhance, modify, personalise or otherwise improve the website, its services or communications
- To identify and prevent fraud
- To enhance the security of ACSC's network and information systems
- To better understand how people interact with ACSC's websites.
- To administer the website and carry out data analysis, troubleshooting and testing; and
- To determine the effectiveness of promotional campaigns and advertising

If we obtain consent from you to do so, we may provide your personal details to third parties so that they can contact you directly in respect of services in which you may be interested.

Where we are processing personal data we have obtained via the website on the basis of having obtained consent from you, you have the right to withdraw your consent to the processing of your personal data at any time. If you would like to withdraw your consent or prefer not to receive any of the above-mentioned information (or if you only want to receive certain information from us) please let us know by contacting us via the "contact us" section via our website. Please bear in mind that if you object this may affect our ability to carry out the tasks above for your benefit.

If you wish to have your information removed from our database or if you do not want us to contact you for marketing purposes, please let us know by clicking the "unsubscribe" option in any email we send to you and providing the details requested or by contacting us via the following

webpage [www.acscltd.com](http://www.acscltd.com). And we will take steps to ensure that this information is deleted as soon as reasonably practicable.

#### How Safe Is Your Information

Where we have given you (or where you have chosen) a password which enables you to access certain parts of the website, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

Protecting your security and privacy is important to us and we make every effort to secure your information and maintain your confidentiality in accordance with the terms of the Data Protection Legislation. The website is protected by various levels of security technology, which are designed to protect your information from any authorised or unlawful access, processing, accidental loss, destruction and damage.

We will do our best to protect your personal data and transmission of information via the internet is not completely secure. Any such transmission is therefore at your own risk.

#### Your Rights in Respect of your Data

If any of the information you provide to us via the website changes, please let us know as soon as possible so that we can make the necessary changes to the information we hold for you on our database. If you wish to make any changes to your information, please contact us via the following webpage.

If you wish to access or rectify the information we hold about you, or request that such information be transmitted directly to another data controller, please contact us. We shall process your request to access your information within one month of receipt, or we will let you know within that timeframe if we need more information from you. We will process your request free of charge.

To request that your information is deleted or if you wish to restrict or object to the processing of your information, please contact us via the webpage.

If you have any complaints about our use of your personal data, please contact us. You also have the right to complain to the relevant supervisory authority in your jurisdiction. In the UK, the supervisory authority is the Information Commissioner's Office. Contact details for the ICO can be found at <https://ico.org.uk/>.

If you have any further queries or comments on our Privacy Policy, please contact us via the webpage or you can contact us by emailing [enquiries@acscltd.com](mailto:enquiries@acscltd.com). We also welcome your views about our website and our Privacy Policy.

#### COOKIES WEBSITE STATEMENT

Cookies are small text files which a website may put on your computer or mobile device when you first visit a Site or page. The cookie will help the website, or another website, to recognise your device the next time

you visit. Web beacons or other similar files can also do the same thing. We use the term “cookies” in this policy to refer to all files that collect information in this way.

We use cookies to distinguish you from other users of the Application or the Site. This helps us to provide you with a good experience when you use the Application or browse the Sites and also allows us to improve the Service, the Application and the Site.