

Total Lifts Ltd (“We”) are committed to protecting and respecting your privacy.

This Policy sets out the basis on which any personal data that we collect from you, or that you provide to us, will be processed by us.

Total Lifts Ltd reserves the right to change the content of this Privacy Policy at any time without prior notice. If we decide to change our Privacy Policy, we undertake to post any changes on our website, so you are always aware of what information we collect, how we use it, and under what circumstances we disclose it. Therefore, we recommend that you check the Privacy Policy regularly. Our updated Privacy Policy will automatically come into effect for all existing customers on 25 May 2018.

### **Who are we?**

Total Lifts Ltd is the data controller. Total Lifts Ltd is a lift company that undertakes routine maintenance / contracted service management, repair, design of modernisation and full refurbishment of lifts in the South of England. Total Lifts Ltd is a registered company (no. 4560402). The registered address is Unit D5 Arena Business Park, Holyrood Close, Poole, Dorset, BH17 7FP.

### **How do we collect information from you?**

We obtain information from you during a personal meeting, over the telephone, by email or written correspondence and if you submit an enquiry form via our website.

You may submit your information to us for a number of reasons:

- When you contact us with a request for a quotation for lift works or a support query.
- When you enter into a contract with Total Lifts Ltd for us to carry out lift works or ongoing lift servicing/maintenance.
- When you contact us to make a financial payment/credit for works/servicing carried out.
- When you are a supplier of a service to Total Lifts Ltd.

Should you give us personal data about someone else, you are responsible for ensuring that you comply with all data protection laws. In advance of submitting any information to us, you should have notified them that data is shared and clarified how we collect, use and retain their personal information.

## How is your information used?

We process personal data for numerous business purposes, which include some or all of the following:

- To be able to provide our customers with quotations, lift update suggestions, health and safety recommendations, job reports, invoices, credit notes and statements.
- To meet the requirements of the contract.
- To provide information and services that you have requested.
- To be able to contact a site representative to be able to arrange access to a site and be able to carry out our contracted duties.
- To inform customers of health and safety updates/legislation, news and events.
- To process your payments.
- To maintain our own accounts and records.
- To comply with regulatory requirements.
- To request your participation in any customer research, for example, when we ask for feedback on services/works carried out.
- To manage our employees.

## What type of information is collected from you?

We collect and store various types of information when you contact us:

- **Information you give us:**

When you contact us to ask us to provide a quotation, carry out lift works / routine maintenance and to request copies of job reports, we'll store personal information that you give us, such as your name, business name, postal address, telephone number and email address. We will also store a record of your financial transactions with Total Lifts Ltd.

- **Sensitive Personal Data**

The Data Protection Laws recognise that certain categories of personal information are more sensitive such as health information, race, religious beliefs and political opinions.

We will not process special categories of personal data of race, ethnicity, religious or political opinion.

## What are the legal bases for processing your personal data?

- **Contract**

When you ask us to provide a quote, recommendation or carry out lift works/routine maintenance, we need to process and store your data to enable us to fulfil the requirements of the contract.

- **Legal Obligation**

We have a legal obligation to issue you with an invoice for the lift works/servicing that you have purchased from us.

- **Legitimate Interests**

We will use legitimate interests when we process any enquiry or request and keep records of correspondence before a contract is entered into. We will also use legitimate interests to request your participation in any customer research, for example, when we ask for feedback on services/works carried out.

### **Sharing your personal data:**

Your personal data will be treated as strictly confidential. There are certain circumstances under which we may disclose your personal information to third parties. These are as follows:

- To our own service providers, who process data on our behalf and on our instructions (for example, our 24 hour emergency call centre or our IT software or support providers). In these cases we require that these third parties comply strictly with our instructions and with Data Protection Laws, for example, around security of personal data.
- We may pass on data to our sub-contractors, to enable them to carry out lift works or services on our behalf. We require that these third parties comply strictly with our instructions and with Data Protection Laws, for example, around security of personal data.
- Where we are under a duty to disclose your personal information in order to comply with any regulatory or legal obligation (for example, to government bodies and law enforcement agencies).

### **How long do we keep your personal data?**

We are legally required to hold some types of information to fulfil our statutory obligations. We will hold your personal information on our systems for as long as is necessary for the relevant activity and as long as permitted for legal, regulatory, fraud prevention and legitimate business purposes.

### **Providing us with your personal data:**

If you opt not to provide requested personal information for the purposes set out in our Privacy Policy, we may not be able to provide with you access to the requested product or service.

### **Your rights and your personal data:**

Unless subject to an exemption under the GDPR, you have the following rights with respect to your personal data:

- The right to request of copy of the personal data which we hold about you.
- The right to request that we correct any personal data if it is found to be inaccurate or out of date.
- The right to request your personal data is erased where it is no longer necessary to retain such data.

- The right to request that we provide you with your personal data and where possible, to transmit that data directly to another data controller, (known as the right to data portability), (where applicable i.e. where the processing is based on consent or is necessary for the performance of a contract with the data subject and where the data controller processes the data by automated means).
- The right where there is a dispute in relation to the accuracy or processing of your personal data, to request a restriction is placed on further processing.
- The right to object to the processing of personal data (where applicable i.e. where processing is based on legitimate interests (or the performance of a task in the public interest/exercise of official authority); direct marketing and processing for the purposes of scientific/historical research and statistics).

### **Transfer of Data Abroad:**

We do not transfer personal data outside the EEA.

### **Automated decision making:**

We do not use any form of automated decision making in our business.

### **How to make a complaint:**

To exercise all relevant rights, queries or complaints please in the first instance contact our office by telephone on 01202 383690 or by email at [info@total-lifts.com](mailto:info@total-lifts.com).

If this does not resolve your complaint to your satisfaction, you have the right to lodge a complaint with the Information Commissioner's Office on 0303 123 1113 or via email <http://ico.org.uk/global/contact-us/email> or at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

### **Review of this Policy:**

We keep this Policy under regular review. This Policy was last updated in May 2018.

We may change this Privacy Policy from time to time and any changes we make in the future will be uploaded to our website. Please check back frequently to see any updates or changes to our Privacy Policy.

### **How to contact us:**

If you have any questions about this Privacy Policy or the information we hold about you, please contact Total Lifts Ltd by telephone on 01202 383690 or by email at [info@total-lifts.com](mailto:info@total-lifts.com) or write to us at Unit D5 Arena Business Park, Holyrood Close, Poole, Dorset, BH17 7FP.