PRIVACY POLICY

INTRODUCTION

We are committed to respecting your privacy and protecting your personal information (data) in line with UK GDPR (General Data Protection Regulations) and Data Protection Act 2018 at all times.

This privacy policy aims to give you information on how Facilities and Corporate Solutions Ltd (T/A FCS Laser Mail) collects and processes your personal data through www.fcslasermail.co.uk and/or through use of any our products or services and help you to understand your personal data (privacy) rights.

ABOUT US AND OUR PRIVACY NOTICE

Personal data is information which relates to a person who has been, or could be, identified from it. Examples may include a person's name, address, email address and other personal details.

The personal data of yours that we use includes:
- details we collect about you when you use our website (data controller);
- information provided when you use or receive our services (data controller), and
- information we receive from other sources (data processor).

The 'data controller' is responsible for how and why personal data is used.

We also use personal data on behalf of another organisation – our customer, as that organisation's 'data processor'. In this case, that other organisation will explain how your personal data could be used.

This privacy notice applies if you use any of our products or services. This includes using our website. This policy also applies if you contact us or we contact you about our services by post, phone, email, text message, push notifications (automatic messages sent by apps) or other methods (including posts on websites and social-media platforms).

Our ICO registration Number Z7149794.

Contacting us

Our address is:
Facilities and Corporate Solutions Ltd
Wood Lane
Erdington
Birmingham
B24 9QL
United Kingdom

If you have any questions about this notice or would like to exercise one of your personal data rights, please contact our Customer Experience Team at accountmanagement@fcslasermail.co.uk or call on 0121 306 4300.

YOUR RIGHTS

Under certain circumstances, you have rights under data protection laws in relation to your personal data, which this privacy policy and our use of personal data have been designed to uphold:

Right to be informed – when we collect your data, we have to tell you what we are going to do with it primarily through this Privacy Policy.

Right of access – you have the right to contact us in writing to request details of the information we hold about you.

Right of rectification – you have the right to ask us to rectify information that we hold about you if this is inaccurate or incomplete.

Right to erasure - this is also known as the right to be forgotten and gives you the right to request your information to be removed if there is no compelling reason for its continued processing.

Right to restrict processing – this is the alternative to erasure and gives you the right to tell us to stop processing your data but allows us to keep enough information about you to ensure that your wishes are respected in the future.

Right to data portability – this gives you the right to ask the holder of your information to transfer that information to another business. This right would be most commonly used if you were switching banks, insurance companies, utility companies or mobile phone companies.

Right to object – you have the right to object to the processing of your data for marketing purposes and profiling for marketing purposes. Your rights and freedoms override our interests.

Rights related to automated decision-making including profiling – we do not use automated decision-making processes which would have a potentially damaging effect on the information we hold about you. But if we did you have the right to obtain human intervention, express your point of view and obtain an explanation of the decision and challenge it.

Rights to withdraw consent at any time where relevant – you have the right to withdraw your consent to the processing of your information at any time and we must provide you with the information to need to do so at the time we collect your data and each time we contact you.

You have the right to make a complaint at any time to the Information Commissioner Office (ICO) (the UK supervisory authority for data protection issues (www.ico.org.uk)). We would, however, appreciate the chance to deal with your concerns before you approach the ICO so please contact us in the first instance using the details provided in "Contacting us" section and we will endeavor to solve the problem for you.

For further information about your rights please contact the Information Commissioner Office or your local Citizens Advice.

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
SK9 5AF

Telephone: 0303 123 1113
Website: www.ico.org.uk

THE PERSONAL DATA WE HOLD

We collect, use, store various kind of personal data about you, this includes information you give us and information we create when providing services to you or our customers. We have grouped it together as follows:

Identity Data - first name, last name, or similar identifier.

Contact Data – company name, email address and telephone number.

Marketing and Communications - your preferences in receiving marketing from us and your communication preferences.

We do not collect any Special Categories of personal data about you (this includes details about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, information about your health, and genetic and biometric data). Nor do we collect any information about criminal convictions and offences.

Where we need to collect personal data by law, or under the terms of a contract we have with you, and you do not provide that data when requested, we may not be able to perform the contract we have or are trying to enter into with you. In this case, we may have to cancel a service you have with us but we will notify you if this is the case at the time.

HOW WE COLLECT YOUR PERSONAL DATA

We use different methods to collect data from and about you, from your activity in our website and/or through use of any our products or services.

Direct interactions. You may give us your Contact Data when you:

- use any of the tools on our website;
- request marketing to be sent to you;
- give us feedback or contact us.

Technical Data from analytics providers Google may transfer personal data outside the EEA. The ways that analytics providers process the personal data is set out in their privacy policies (please click on the highlighted names to follow link) Google.

The FCS Laser Mail website uses Cookie Consent Tool, which can be utilised to customize your cookie preferences. The consent tool specifically controls the marketing cookies and analytical cookies on our website. Essential cookies cannot be disabled. Please read our cookies policy for more information about the cookies we use. Alternatively, you as a user can set your browser to refuse all or some browser cookies or to alert you when websites set or access cookies. If

you disable or refuse cookies, please note that some parts of our site may become inaccessible or not function properly.

HOW LONG WE HOLD YOUR DATA FOR

The length of time we hold your data for varies depending on the type of data and whether or not you are a potential or existing customer. We only keep your data for as long as we need to use it. This will depend on the product or service we are providing. There may also be legal requirements for us to keep your data for a certain length of time.

HOW WE USE PERSONAL DATA

Under data protection law, we can only use your personal data if we have a "legal basis" (genuine legal reason) for doing so.

Activity	Legal Basis
Providing services to you when there is a contract in place with you. This includes: • taking necessary steps to make sure your order is fulfilled • sending you service messages and updates • providing samples, proof of postage or delivery, and • opening an account for you	Contract – We need to use your data to provide these services to you in line with that contract
Dealing with enquiries and/or complaints and giving you the opportunity to provide reviews of our services	Legitimate interests – We may need to use your data to help us deal with enquiries, complaints or claims raised by you or anyone else
Providing data to the UK Government. We might need to share your data to support the interests of the UK Government by helping to check identities and prevent fraud	Legitimate interests –the UK Government have a legitimate interest to use data in these ways, and we have a legitimate interest to support it

Marketing our products and services to customers and possible customers. This may include: • running competitions and promotions	Legitimate interests and consent – We may need to use your data to send you marketing information about our products and services with you. In some circumstances, we will ask for your permission before sending you marketing. You always have the right to opt out of receiving marketing information sent specifically to you
Preventing and detecting crime, including using CCTV to protect our customers, employees and property	Legitimate interests – We sometimes need to use personal data to: • protect the rights, property and personal safety of our staff and customers, and • keep the mail items in our network safe. We may also use this information in investigations and legal action related to any crime detected, including as evidence in legal disputes and court proceedings
Preventing illegal or unauthorised sharing or processing of personal data and confidential information	Legitimate interests – We sometimes need to monitor and block communications between our staff and others to protect the security of personal data and confidential information

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used, or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees who have a business need to know. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

MARKETING

We may send you marketing communications through different channels, including email and post. We may send marketing materials to you where we have your consent or where we have a legitimate interest to do so.

How to opt out of marketing

If you'd prefer us not to use your personal data for marketing, you can make this request by contacting our Customer Experience Team at accountmanagement@fcslasermail.co.uk or call on 0121 306 4300.

DATA SHARING

We will never sell your personal data to a third party.

Our employees who act on our behalf, may use your data for the purposes set out in section “How we use your personal data”.

We may also share your personal data with other organisations for legal purposes, to prevent or detect crime, or to protect someone’s rights, property or safety. These organisations include the police, law enforcement agencies and fraud-prevention agencies.

If required by any law or regulation, we may share your personal data with regulators such as the Information Commissioner.

HOW WE KEEP YOUR PERSONAL DATA SAFE

We are fully committed to ensuring information security, confidentiality and integrity.
We are ISO 9001 (Quality management system), ISO 27001 (Information Security management system), Cyber Essentials certified.

YOUR RIGHT TO BE INFORMED IF YOUR PERSONAL DATA IS COMPROMISED

In the unlikely event that the personal data we hold is breached or compromised in a significant way that would be a high risk to your rights and personal freedoms, we'll contact you without delay to let you know:

- What happened and how it happened
- What data was affected and what that means to you
- What we are doing about it and how you can stay informed
- How you can contact our Data Protection Officer

INTERNATIONAL TRANSFERS

Except for transfers of personal data by analytics provider (Google), we do not transfer your personal data outside the United Kingdom.

CHANGES TO OUR PRIVACY NOTICE

We will review our privacy notice regularly and post any updates on our web page.