



## What is the purpose of this notice?

To describe how we collect and use personal data about you in accordance with the General Data Protection Regulation (GDPR).

## What we need

Metpro Limited will be the “Controller” of any personal data you provide to us. We will only collect and process basic personal data about you or anyone that you provide us information about, and this will not include any special categories of personal information (known as Special Category Data) or financial information (such as a details of debit/credit card). This may, however, include a name, business address, business e-mail address and contact telephone number.

## What we do with it

Metpro Limited takes your privacy very seriously and we will only ever use your personal data with your consent, or where it is necessary:

- to enter into, or perform, a contract with you;
- to comply with a legal duty;
- to protect your vital interests;
- for our own (or a third party’s) lawful interests, provided your rights don’t override these.

In any event, we’ll only use your information for the purpose or purposes it was collected for (or for closely related purposes).

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

- where the processing enables us to enhance, modify, personalise or otherwise improve our services/communications for the benefit of our customers;
- to identify and prevent fraud;
- to enhance the security of our network and information systems;
- to better understand how people interact with our websites;
- to provide postal communications which we think will be of interest to you;
- to determine the effectiveness of promotional campaigns and advertising

Whenever we process data for these purposes we will ensure that we always keep your personal data rights in high regard and take account of these rights at all times.

When we process your personal data for our legitimate interests, we will make sure that we consider and balance any potential impact on you (both positive and negative), and your rights under data protection laws. Our legitimate business interests do not automatically override your interests - we will not use your personal data for activities where our interests are overridden by the impact on you (unless we have your consent or are otherwise required or permitted to by law). You have the right to object to this processing if you wish, and if you wish to do so please contact our **Compliance Team** in writing or via email on [compliance@metpro.co.uk](mailto:compliance@metpro.co.uk). Please bear in mind that if you object this may affect our ability to carry out tasks above for your benefit.

## Where we keep it

We are based in the UK and as such our data is stored on dedicated storage solutions within the group company.

We do not currently host any system that inherently, or permanently, requires the storage of personal information with any third party organisation. If, for any reason, it may be deemed necessary to change our system of storing personal information during the term of our contract, and/or something we may need to do has a potential impact on you, we will provide written notification in advance of carrying out any significant change in order to give you the opportunity to object.

Personal data in the European Union is protected by the General Data Protection Regulation (GDPR) but some other countries may not necessarily have the same high standard of protection for your personal data. If, for any reason, it may be necessary to transfer or process personal information outside of the group company for our legitimate interests, we will not transfer or store any personal data outside the EU.

## How long we keep it

We will only use and store information for so long as it is required for the purposes it was collected for. How long information will be stored depends on the information in question and what it is being used for. For example, if you ask us not to send you marketing e-mails, we will stop storing your e-mails for marketing purposes (though we’ll keep a record of your preference not to be e-mailed).

We continually review what information we hold and delete what is no longer required. We will not retain your data for any longer than necessary and the longest time that we will hold your data will be six years.

## What we would also like to do with it

We would, however, like to use your name and business e-mail address to inform you of our future offers and similar product information. This information is not shared with third parties and you can unsubscribe at any time via phone, e-mail or on our website.

## What are your rights?

We want to ensure that you remain in control of your personal data. Part of this is making sure you understand your legal rights, which are as follows:

- the right to confirmation as to whether we have your personal data and, if we do, to obtain a copy of the personal information we hold (this is known as a data subject access request)
- the right to have your data erased (though this will not apply where it is necessary for us to continue to use the data for a lawful reason)
- the right to have inaccurate data rectified
- the right to object to your data being used for marketing or profiling; and
- where technically feasible, you have the right to personal data you have provided to us which we process automatically based on your consent or the performance of a contract. This information will be provided in a common electronic format.

Please keep in mind that there are exceptions to the rights above and, though we will always try to respond to your satisfaction, there may be situations where we are unable to do so.

If you wish to raise a complaint on how we have handled your personal data, you can contact our Compliance Team who will investigate the matter.

If you are not satisfied with our response or believe we are processing your personal data not in accordance with the law you can complain to the Information Commissioner’s Office, the UK supervisory authority for data protection issues.