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Privacy Policy

Seropa Ltd is committed to ensuring that your privacy is protected.

This Policy explains when and why we collect personal information about you, how we use it, the conditions under which we may disclose it to others and how we keep it secure. Please read this policy carefully.

How do we collect information from you?

You provide us with information in several ways, either by filling in forms on our website or social media platforms, or by corresponding with us by phone or email. This includes information you provide when you request a quote for services and products, or enter into a contract for the supply of services.

What type of information is collected from you?

In the course of our dealings with you, we will collect information about you. We refer to that information as personal information or personal data.

The personal information that you provide may include your name, address, email address, phone number, place of work, and any other information about you that enables us to fulfil our services to you.

How is your information used?

- We may use your information to:
- Process orders that you have submitted.
- Respond to general enquiries.
- Carry out our obligations arising from any contracts entered into by you and us.
- Manage and operate your account with us (including invoicing for payment of goods or services).
- Seek your views or comments on the services we have provided.
- Notify you of changes to our services.
- Record information obtained during communications between us.
- Send you promotions of our goods and services.

Sometimes you may provide us with personal information about another person. If you do, you must ensure that before you provide us with their information, you have their agreement to do so and that they are aware of the ways in which we use it as set out in this policy.

We keep your personal information for as long as is necessary for the purposes for which it is processed. These periods vary depending on the nature of the information and your

interactions with us. You can request to have your details removed from our records at any time, but please note that this may delay or prevent us from providing services to you.

Legal basis for processing

Our legal basis for processing your personal information for the purposes described above will typically be one of the following:

- **Contract**
It is necessary for us to process your personal information to perform a contract for services to which you are a party, or to take steps at your request prior to you entering into a contract.
- **Consent**
You have consented to us using your personal information for this purpose. You can withdraw your consent at any time.
- **Legitimate interests**
It is in our legitimate interests to use your personal information to operate, improve and promote our services and to protect our business.
- **Legal obligations**
It is necessary for us to use your personal information for us to comply with a legal obligation.

Who has access to your information?

We will not sell or rent your information to third parties.

We will not share your information with third parties for marketing purposes.

Third Party Service Providers working on our behalf:

We may pass your information to our third party service providers, agents, subcontractors and other associated organisations for the purposes of completing tasks and providing services to you on our behalf. However, when we use third party service providers, we disclose only the personal information that is necessary to deliver the service on our behalf and we have a contract in place that requires them to keep your information secure and not to use it for their own direct marketing purposes.

Third Party Product Providers we work in association with:

We work closely with various third party product providers to bring you a range of quality and reliable products and services. Where we have your consent to do so, we may share your information with third parties who provide products that we think may be of interest to you.

Your choices

If we collect your information for marketing purposes, we will provide you with the option to choose if you want to receive marketing communications from us about the work we do or our products and services that we offer.

We will not contact you for marketing purposes by email, phone or text message unless you have given your prior consent. You can change your marketing preferences at any time.

Please note that if you choose to stop receiving marketing communications, you may still receive important services messages from us.

How you can access and update your information

Data protection law gives you the right to access your personal information, to object to the use of your personal information for certain purposes, and the right to erase, restrict or to receive a copy of your personal information.

If any of the information we hold is inaccurate or out of date, or you wish to object to the use of your information, please notify us by email.

Security precautions in place to protect your information

When you give us personal information, we take steps to ensure that it's treated securely. In order to prevent unauthorised access or disclosure, we have put in place appropriate electronic and managerial procedures to safeguard and secure the information that we hold.

However, if you are providing information online (via a website) no data transmission over the internet or wireless network can be guaranteed. Therefore, while we strive to protect your personal information, you acknowledge that (i) there are security and privacy limitations of the internet which are beyond our control; (ii) any data and information may be viewed or tampered with in transit by a third party despite our best efforts.

How to complain

Should you have any concerns or queries regarding this policy please contact us in the first instance using the contact details provided at the top of this document. We will work to resolve any concerns you may raise about our use of your information, but should you be dissatisfied with the outcome you have the right under data regulations to lodge a complaint with a supervisory authority, namely the UK Information Commissioner.

Review of this Policy

We keep this Policy under regular review.

This Policy was last updated in 23rd May 2018.