

Privacy Policy for Audio Visual & ICT Consultancy Services

This policy explains when and why we collect personal information, how we use it, the conditions under which we may disclose it to others and how we keep it safe.

What information is being collected? & Why is it being collected?

By providing us with your company name, name, home address, postal address, telephone or mobile number and email address, you enable RMC Limited to provide you with the service(s) you select.

In all cases, we will only request information we need to provide you with the service(s) you have requested. The lawful basis for collecting this data is necessary to fulfill the performance of our contract with you.

Who is collecting it? & How is it collected?

In accordance with guidance issued by the Information Commissioner's Office (ICO), RMC Limited is considered the "data controllers" (the holders, users and processors of personal data) for the purposes of GDPR.

We collect the data from you when you contact us via our website www.rmc-limited.co.uk, via email or other form of electronic communication platform.

How will it be used?

When we collect information from you, we will ask you if you wish to receive information about our services and any updates in relation to what we offer and e-newsletter. You can of course opt out at any time. We will use the data to contact you regarding specific projects or services where we are the supplier and have been engaged by you.

Who will it be shared with?

We will not sell, distribute or lease your personal information to third parties. Information will only be distributed if required to do so - if requested by the Police, HM Revenue and Customs, Trading Standards or other appropriate legal authority. Any payment details we collect from you will only be shared with your bank branch.

Controlling your personal information (Access, Correction, Deletion)

If you wish to access or amend any personal information we hold about you, or request that we delete any information about you, you may contact us by email or in writing at the below address.

(RMC Limited, York Hub, Popeshead Court Offices, Peter Lane, York YO1 8SU)

How long data will be stored for?

Your personal data will be stored until such time as we no longer need it to fulfill the obligations of our contract.

How we protect your information.

Protecting your data is important to us and we have put in place security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. We have put in place procedures to deal with any suspected personal data breaches and will notify you and any applicable regulator of a breach where we are legally required to do so.

Your rights in relation to your data.

The purpose of this Privacy Notice is to fulfil your right to be informed about the use of your personal data. In addition:

- **The right of access** - Individuals will have the right to know exactly what information is held about them and how it is processed. If you wish to request copies of your personal data please contact us by email or in writing at the below address.

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- **The right of rectification** - Individuals will be entitled to have personal data rectified if it is inaccurate or incomplete.

- **The right to erasure** - Also known as 'the right to be forgotten', this refers to an individual's right to having their personal data deleted or removed without the need for a specific reason as to why they wish to discontinue.

- **The right to restrict processing** - Refers to an individual's right to block or suppress processing of their personal data.

- **The right to object** - In certain circumstances, individuals are entitled to object to their personal data being used. This includes, if a company uses personal data for the purpose of direct marketing, research, or for the performance of a task in the public interest.

- **The right to lodge a complaint** - You can lodge a complaint about the data controller with the ICO.

Further details about GDPR and your rights under GDPR can be found on the ICO's website at <https://ico.org.uk/>.