



## **MAC SERVICES LTD**

PP001

### **PRIVACY POLICY**

MAC Services is committed to safeguarding the privacy of all our customers, employees and suppliers.

This policy applies where we are acting as a data controller/processor with respect to the personal data of our employees, our service users and our suppliers.

This policy provides why and how we collect and use personal data, what type of information do we have, how do we protect your personal data and how long will we keep them. It also provides the information on individuals' rights.

Personal data we collect, and process is provided directly by individual concerned, by a third party or obtained from public domains.

All information you provide to us is stored on our secure servers with password protection. Although we will do our best to protect your privacy, any data that you email to us is at your own risk as the transmission of information over the internet is not necessarily secure. However, once we receive information from you, we will use strict procedures and security features designed to prevent unauthorised access to your data.

We process personal data for various purposes. The means of collection, basis of processing, disclosure, and retention periods for each purpose are set out below.

### **Our clients**

The information we have about you is limited to only what we need to provide our services effectively. It may include:

- Name
- Home or company address
- Phone numbers
- Email address
- Company registration numbers
- Bank details
- A record of any written communications
- Financial transactions and other relevant data necessary to effectively provide our service.



Financial transactions relating to our services are handled by our payment services Provider (Worldpay). We will share transaction data with our payment services providers only to the extent necessary for the purposes of processing your payments, refunding such payments and dealing with complaints and queries relating to such payments and refunds. We are compliant with the Payment Card Industry Data Security Standard. The Payment Card Industry Data Security Standard (PCIDSS) is a mandatory requirement for any business accepting credit or debit card payments and it needs to be renewed annually.

We may retain your personal data as long as it is considered necessary for the purposes for which it was collected or where such retention is necessary for compliance with a legal obligation to which we are subject to, or in order to protect your vital interests or the vital interests of another natural person.

## **Our Employees (Past and Present)**

We collect personal information of our employees for administration purpose and legal requirements. It may include:

- Name
- Home address
- Phone numbers
- Email address
- Bank details
- Next of kin details
- National insurance numbers
- Passport numbers
- Information on driving licence
- Gender
- Date of birth
- Place of birth
- Marital status
- Educational details
- Employment details
- Medical record
- Religious beliefs
- Nationality
- Ethnicity and other relevant data necessary for administration purpose and legal requirements.



We may retain your personal data as long as it is considered necessary for the purposes for which it was collected or as required by applicable law or regulation where such retention is necessary for compliance with a legal obligation to which we are subject, or in order to protect your vital interests or the vital interests of another natural person.

## **Our suppliers**

We collect personal data of our suppliers in the ordinary course of business. And it may include-

- Company name
- Contact details (phone number, Fax number, email address, company address, etc.)
- Company registration number
- VAT registration number
- Bank details and any other data necessary for business.

We may retain your personal data as long as it is considered necessary for the purposes for which it was collected or as required by applicable law or regulation where such retention is necessary for compliance with a legal obligation.

## **Visitors to our Websites**

The data that we hold depends on what data was entered and for what purpose.

In general, you do not need to provide personalised information to access our websites. However, you might provide personal data to benefit from online communication services. Your personal data (e.g. your name, address, telephone number, email address, etc.) is stored only if you provide us with this information in order to use one of the services on our website.

Although we do not collect any personally identifiable information (PII) that you do not voluntarily enter in our website, our server automatically collects some personal information. It may include-

- User mouse activity
- Browser and device specific log data
- Your device's IP address
- Device screen size



- Device type (unique device identifiers) and browser information
- Geographic location (country only)
- Preferred language used to display the webpage
- The date and time of your visit to our website
- The pages you visited on our website
- The duration of visit to certain pages
- The search word used (if our site is accessed via a search engine)
- The type of connection and operating system

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Our websites and online communication services are not addressed to children and young people under the age of 13. Children and young people under the age of 13 may not transmit any personal data over the Internet without the consent of their parent or guardian. We ensure that we do not knowingly store any personal data relating to minors.

## **Individuals' Right**

You have the rights:

- To be informed about the collection and use of your personal data
- To request the details of the information we have about you
- To rectify or update your personal data if it is incorrect or incomplete
- To restrict processing of your personal data in certain circumstances
- To data portability in certain circumstances
- To erase your personal data from our record in certain circumstances (we may still need to keep your personal data if we have legitimate reason or legal obligations and nothing in this individuals' rights shall prevent us from complying with any legal obligation imposed by the ICO, HMRC or a Court.)

If you wish to exercise any of these rights, please email to [mail@mac-services.co.uk](mailto:mail@mac-services.co.uk)



## Complaints

We aim to have the highest standard on collecting and processing of individuals’ personal data. For this reason, we take any complaints very seriously.

If you want to make a complaint about the way we have processed your personal information, you can contact us by email ([mail@mac-services.co.uk](mailto:mail@mac-services.co.uk)) or post to MAC Services Ltd, 23 Blandford Street, London, W1U 3DL.

You can also make a complaint to the UK data protection regulator, the Information Commissioner’s Office (“ICO”). For further information on your rights and how to complain to ICO, please refer to the ICO website <https://ico.org.uk/>

This policy will be reviewed annually by our management for continuous compliance and effectiveness.

*Ei Zin*

Signature..... (on behalf of MAC Services Ltd) Date.....30.01.2019.....

Name.....Ei Zin.....

Position .....Accounts Manager.....