



E2 Services Limited

Privacy Notice

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Introduction

E2 Services Limited is what's known as the 'Controller' of the personal data you provide to us. We take care to protect the privacy of our customers, suppliers and their associates.

E2 Services Limited is committed to complying with the principles relating to the processing of personal data under General Data Protection Regulation, GDPR.

This privacy notice is a public declaration of how E2 Services Limited applies the Data Protection Principles and Rights afforded to individuals by the GDPR, to the personal data that we process.

Who is collecting information about me?

Legal entity: E2 Services Limited

Company Number: 5401878

Registered office address: 1 Hill Street, Lydney, Gloucestershire, GL15 5HB

Data Protection Officer/Point of contact:

Helen Lund,
Business Support Manager,
E2 Services Limited,
Unit 6,
Ball Mill Top Business Park,
Hallow,
Worcestershire,
WR2 6LS

Email: helenlund@e2-services.co.uk

Website: www.e2-services.co.uk

What is your legal basis for processing my information?

E2 Services Limited processes your data on the legal basis of Legitimate Interest.

What are the legitimate interests being pursued that allow you to process my information?

E2 Services Limited acts as a data controller of your data.

The legitimate interests pursued by E2 Services Limited are:

- Providing professional services.

- We provide a diverse range of professional services, some of our services require us to process personal data in order to provide advice and deliverables.
- Administrating, managing and developing our business and services. We process personal data in order to run our business including:
 - Managing our relationship with you
 - Developing our business and services such as identifying needs and improvements in service delivery
 - Managing and using IT systems
 - Administering and managing our website and systems and applications
- Security and risk management activities.
 - We have security measures in place to protect our and your information (including personal data), which involve detecting, investigating and resolving security threats. Personal data may be processed as part of the security monitoring that we undertake for example, automated scans to identify harmful emails.
 - We collect and hold personal data as part of our engagement and acceptance procedures. As part of those procedures we carry out searches using publicly available sources (such as internet searches, Experian credit checks) to identify heightened risk organisations and check that there are no issue that would prevent us form working with a particular customer or supplier such as sanctions, criminal convictions or other reputational issues.
- Providing you with information about us and our range of services.
 - Unless we are asked not to do so, we use our business contact details to provide information that we think will be of interest about us and our services.
- Complying with any requirement of law, regulation or a professional body of which we are a member.
 - As with any provider of professional services, we are subject to legal, regulatory and professional obligations. We need to keep certain records to demonstrate that our services are provided in compliance with those obligations and those records may contain personal data.

What information are you collecting about me?

We collect and store data for the purposes of carrying out our obligations arising from any agreements entered between you and us.

The categories of personal data we collect, and process are:

- Contact name
- Contact numbers
- Email address
- Job title/position

We will not collect any personal data from you that we do not need in order to provide and oversee this service to you.

Why are you collecting information about me?

By submitting your personal information to us, you shall be counselling to it being processed in the manner described below by E2 Services Limited.

- To carry out our obligations arising from any agreements/contracts entered between you and us and to provide you with the information and services that you request from us
- To provide you with information about other services we offer that you have enquired about or we feel may be of interest to you
- To communicate with you during any agreements/contracts entered between you and us and to gain feedback on our services
- To notify you about any changes to our services

Who might you share my information with?

We may share your personal information with our employees who require it carry out their duties. All our employees are based in the UK.

We may share your information with selected third parties including:

- Suppliers or sub contractors for the performance of any agreement we enter with them or you.

Where might you transfer my information outside of the UK?

Your personal data will not be transferred outside of the UK or the EEA. All our servers are UK based.

How long we keep your data

We retain the personal data processed by us for as long as is considered necessary for the purpose for which it was collected (including as required by applicable law or regulation). In the absence of specific legal, regulatory or contractual requirements, our baseline retention period for records and other documentary evidence created in the provision of our services is 8 years.

Cookies

Our website operates cookies and we use google analytics to track site visits only. We do not track identifiable individuals and therefore all user data is anonymous.

What rights do I have?

You have the following Individual Rights.

- **The right to be informed** - E2 Services Limited provides fair processing information by way of this Privacy Notice.
- **The right of access** - You have the right to obtain confirmation about how we are processing your personal data and what data we hold about you. You can view this by submitting a subject access

request. Should you request a copy of your data, including your personal data, E2 Services Limited will provide this within one month of the request unless there are exceptional reasons for not doing so.

- **The right of rectification** - If any information held is inaccurate or incomplete, you have the right to have that information corrected or completed. If other parties have been passed the information, where possible we will inform them of the rectification undertaken.
- **The right to erasure** - You have the right for your information to be erased. We will delete or remove your information on request if there is no compelling reason for us to keep it, such as for the ongoing administration of your agreement with us.
- **The right to restrict processing** - You have the right to block or suppress processing; this won't affect the processing completed so far, but will stop further processing. When processing is restricted, E2 Services Limited is permitted to store your personal data, but not to process it further. The business can retain just enough information about you to ensure the restriction is respected in the future. Exercising this right may prevent us from continuing with any agreements e.g. where we are no longer able to process your data to perform our contractual obligations.
- **The right to data portability** - You have the right for your information to be provided in a machine-readable format to enable easy transfer between processors. The right is available to the personal data provided by you.
- **The right to object** - You have the right to object at any time to processing based on legitimate interests of E2 Services Limited when E2 Services Limited act as a Data Controller.
- **The right to complain** - If you wish to discuss your personal data or lodge a concern about the way in which it is handled, please use the following details:

Helen Lund,
Business Support Manager,
E2 Services Limited,
Unit 6,
Ball Mill Top Business Park,
Hallow,
Worcestershire,
WR2 6LS
Email: helenlund@e2-services.co.uk

The right to complain to the Supervisory Authority

If you are unhappy with our response, you have the right to complain to the Supervisory Authority, the details of which are below:

- **Supervisory Authority:** Information Commissioner's Office (ICO).
Website: <https://ico.org.uk/concerns/>