

## **PRIVACY POLICY – your personal data and the use of our website**

The BK Office Services are committed to protecting and respecting your privacy.

This policy sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it. By visiting [www.bkofficeservices.co.uk](http://www.bkofficeservices.co.uk) you are accepting and consenting to the practices described in this policy.

For the purpose of the General Data Protection Regulations 2018 the data controller is Brenda Kirkham.

### **INFORMATION WE MAY COLLECT FROM YOU**

We may collect and process the following data about you:

- **Information you give us.** You may give us information about you by filling in forms on our site [www.bkofficeservices.co.uk](http://www.bkofficeservices.co.uk) or by corresponding with us by phone, e-mail or otherwise. The information you give us may include your name, address, e-mail address, phone number and bank details.
- **Information we collect about you.** With regard to each of your visits to our site we may automatically collect the following information:
  - technical information, including the Internet protocol (IP) address used to connect your computer to the Internet, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform;
  - information about your visit, including the full Uniform Resource Locators (URL) clickstream to, through and from our site (including date and time); products you viewed or searched for; page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), and methods used to browse away from the page and any phone number used to call us.
- **Information we receive from other sources.** We may receive information about you if you are referred to us by a third party. In this case please check the privacy policy of the third party concerned.

### **COOKIES**

Our website uses cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website and also allows us to improve our site.

## **USES MADE OF THE INFORMATION**

We use information held about you in the following ways:

- **Information you give to us.**

We will use this information:

- to carry out our obligations arising from any contract of work entered into between you and us and to provide you with the information that you request from us
- to notify you about changes which may affect your contract of work

- **Information we collect about you.**

We will use this information:

- to administer our site and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes;
- to improve our site to ensure that content is presented in the most effective manner for you and for your computer;
- as part of our efforts to keep our site safe and secure;
- **Information we receive from other sources.** We may combine this information with information you give to us and information we collect about you. We may use this information and the combined information for the purposes set out above (depending on the types of information we receive).

## **DISCLOSURE OF YOUR INFORMATION**

Under normal circumstances we will not share your personal data unless we have your explicit permission to do so for business reasons. However, we may share your information with selected third parties including:

- Analytics and search engine providers that assist us in the improvement and optimisation of our site.

We may disclose your personal information to third parties:

- In the event that we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets.

- If BK Office Services or substantially all of its assets are acquired by a third party, in which case personal data held by it about its customers will be one of the transferred assets.
- If we are under a duty to disclose or share your personal data in order to comply with any legal obligation. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

#### **WHERE WE STORE YOUR PERSONAL DATA**

The data that we collect from you may be transferred to, and stored at, a destination within the European Economic Area ("EEA"). By submitting your personal data, you agree to this transfer, storing or processing. BK Office Services will take all steps necessary to ensure that your data is treated securely and in accordance with this privacy policy.

Unfortunately, the transmission of information via the internet is not always completely secure. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

#### **YOUR RIGHTS**

Under the General Data Protection Regulations which came into force on the 25 May 2018 you have the following rights:

##### **ACCESS TO INFORMATION**

- You have the request access to your personal data, know as a 'subject access request' we will respond within one month to a request for access.
- You have the right to correct and update your personal data.
- In certain circumstances you have the right for your personal data to be erased.
- The right to object or restrict the processing of your data.
- You can request that your data is transferred.
- The right to withdraw your consent to the processing of your data.
- The right to lodge a complaint with the Information Commissioner's Office. [www.ico.org.uk](http://www.ico.org.uk) Tel: 0303 123 1113.

##### **CHANGES TO OUR PRIVACY POLICY**

Any changes we may make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by e-mail. Please check back frequently to see any updates or changes to our privacy policy.

#### **CONTACT**

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to [brenda@bkofficeservices.co.uk](mailto:brenda@bkofficeservices.co.uk)