



COMPANY POLICY STATEMENTS

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Author:
Jamie Green GFireE

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SERV-POLICY-0001 - HEALTH & SAFETY

It is the policy of Servatus Solutions Ltd (“the Company”) to foster a positive health and safety culture throughout the Company because we believe that high standards of health and safety are a moral and commercial pre-requisite. We seek to provide and maintain safe and healthy working conditions for all our employees, contractors, consultants, and agency staff working on our behalf. In additions, we seek to ensure that the work we carry out does not affect the health and safety of others e.g. our customers and other members of the public.

The Company is committed to:

Appointing competent managers who are responsible for health and safety in their respective areas.

Providing adequate controls of the health and safety risks arising from our work activities by means of suitable and sufficient Risk Assessments.

Maintaining safe and healthy working conditions, and adequate welfare facilities.

Consulting with all our employees on matters affecting their health and safety and providing information, instruction, and supervision, as appropriate.

Seeking advice and assistance from external organizations to supplement our own in-house health and safety initiatives.

Monitoring and reviewing all the health and safety arrangements which are put in place at least every twelve months to determine their effectiveness and approved by a director.

Continually improving the companies’ health and safety performance.

To comply with current applicable Occupational Health and Safety legislation and all relevant requirements.

Implementation, Maintenance, and Review

The Directors accept overall responsibility for all Health and Safety within the Company and is responsible for all policy implementation.

The Directors will appoint competent persons to assist them with the implementation of health and safety policies and arrangements.



Jamie Green GFireE

On behalf of Servatus Solutions Ltd

SERV-POLICY-0002 - HEALTH & SAFETY IMPROVEMENT PLAN

Champion A Positive Health and Safety Culture

- ensure that we pay as much attention to health and safety as any other key business objectives.
- always follow safe systems of work.
- avoid buying unsafe products, or equipment at any cost.
- work to legal requirements as a minimum standard to be achieved.
- always insist on high standards of health and safety when dealing with sub-contractors and other organizations.
- strive for continuous improvement in health and safety performance in line with our commitment to achieve BS OHAS 18001

How We Are Going to Do It

- make sure we consider health and safety whenever we plan anything (however small).
- identify hazards, assess risks to see whether our control measures are adequate.
- set ourselves measurable health and safety standards and targets with dates for implementation.
- monitor how well we are achieving them (for example, through inspection) and record results.
- report and record all accidents and incidents and investigate them to see why we have not been able to prevent them.
- consult everyone to get their views about possible health and safety problems and solutions.
- communicate all necessary health and safety information.
- provide necessary training for everyone so they can meet their health and safety responsibilities.
- get advice from outside competent specialists whenever we need it.
- meet basic workplace welfare requirements, have appropriate first aid and fire precautions and employer's liability insurance.
- make time every three months to see how we're doing, record our findings, and, where necessary, set new targets for improvement.

Who Is Responsible for What?

Jamie Green has overall responsibility for health and safety in the company.

Jamie Green must make sure safe systems of work are always followed and carry out regular monitoring; to ensure that everything has been implemented.

Every member of staff and those acting on behalf of the company must co-operate in following safe procedures, report incidents and make suggestions for improvements.



Jamie Green GFireE

On behalf of Servatus Solutions Ltd

SERV-POLICY-0003 - HEALTH & SAFETY TRAINING DELIEVERY

Introduction

The training pack applies to all Staff of Servatus Solutions Ltd its Partners and Consultants ("the Company"). It covers all the Health & Safety rules and regulations that are compulsory to everyone, both on and off-site. Upon completion of reading the pack, along with the interactive and demonstrative training, Servatus Solutions Ltd employees will be able to:

- Have the knowledge that Health & Safety is more than accident prevention; that it encompasses all aspects of working conditions.
- Explain why Servatus Solutions Ltd commitment to Health & Safety is crucial.
- Recognize several hazards, the areas of work associated with those hazards and how to prevent a hazardous situation.
- Have the knowledge of the correct procedures and reports associated with Health & Safety.
- Be fully trained and aware of the personal Health & Safety techniques to ensure prevention of an accident or injury occurring.

Responsibilities of Servatus Solutions Ltd

The Directors recognize and accept their overall responsibilities for health and safety and will ensure that the following arrangements are in place to satisfy the health and safety regulations and codes of practice that are applicable to their business.

The general responsibilities are to:

1. Ensure adequate resources are provided to allow the organization's safety policy to be effective.
2. Understand, initiate, and monitor the effectiveness of the implementation of the Health and Safety Policy.
3. Ensure that suitable plant and equipment is provided and maintained and conforms to all relevant statutory provisions (e.g. periodic testing of lifting equipment, etc.).
4. Ensure that all tools and equipment used are suitable for the purpose and comply with all relevant statutory provisions (i.e. suitable guarding, electrical testing etc.).
5. Ensure first aid, firefighting and any other relevant emergency equipment is provided and readily available.

Responsibilities of Employees and Consultants

It is the responsibility of all employees to co-operate in the implementation of this Health and Safety Policy. All employees have a legal duty to ensure their own safety and the safety of others (for example their workmates, contractors working on the same premises and customers and visitors to the premises) under the Health and Safety at Work Act 1974.

1. Not operate machinery that they are not competent and authorized to use.
2. Report all safety hazards, accidents, injuries, and dangerous occurrences to their Supervisor/Manager.
3. Ensure that appropriate action is taken to rectify unsafe systems or actions.
4. Not misuse anything provided in the interests of health and safety.

Other responsibilities are detailed in the Health and Safety Policy.

Arrangements for Implementing the Policy

The following sections of Servatus Solutions Ltd Staff Training, Health & Safety Pack deal with relevant regulations and details specific arrangements for the management of health and safety of The House Group.

N.B. The order in which the arrangements are covered, is purely arbitrary. They are not in order of either increasing or decreasing importance.

Arrangements are periodically reviewed in accordance with HG-PS-002 Health & Safety Improvement Plan.

IF YOU ARE UNSURE ABOUT ANYTHING IN THIS SAFETY POLICY, OR ABOUT ANY OTHER HEALTH AND SAFETY MATTER - ASK!



Jamie Green GIFireE

On behalf of Servatus Solutions Ltd

SERV-POLICY-0004 - ENVIRONMENTAL POLICY STATEMENT

Servatus Solutions Ltd ("the Company") is committed to conducting its business with respect and care for the environment. The Directors regard the promotion of environmental measures as a mutual objective for management and employees at all levels and those working for or on behalf of the company and are committed to providing the resources necessary to fully implement the company's Environmental Policy which is designed to satisfy the requirements of the ISO 14001:2004 standard as the company works to achieve this standard and operate environmental best practice throughout the Organisation.

We will carry out our activities with consideration for the environment as part of the process to prevent pollution minimise waste and increase where possible our recycling activities.

To meet the above requirements, The Company will:

- Hold all employees and contractors accountable for environmental performance of their areas of responsibility.
- Maintain sufficient documentation to demonstrate compliance with the environmental requirements.
- Work with our contractors and suppliers to promote positive environmental actions in accordance with our stated objectives,
- Comply with all applicable environmental legislation and recognize other relevant requirements that may be placed upon us by our customers.
- Assess, in advance where possible, environmental impact resulting from business operations and the environmental effects of any significant development, and adjust the company plans accordingly.
- Ensure that all incidents and non-compliance situations are reported, recorded and root causes identified where environmental harm occurs or could have occurred and ensure that corrective and preventive actions are implemented.
- Demonstrate our commitment to continual improvement by setting targets and objectives for our services and company activities and review these measures on a regular basis.
- Maintain an open communication environment, whereby, all employees can actively participate in the Environmental Management System. Managers and supervisors are encouraged to address employees' questions and concerns promptly and thoroughly.
- To communicate and provide the necessary information, instruction, supervision and training to enable all persons, affected by the company's undertakings, to carry out their environmental duties.

Implementation, Maintenance and Review

The Directors accept overall responsibility for all Health and Safety within the Company and is responsible for all policy implementation. The Company's Environmental Policy will play a key role in working toward sustainable development, because the health and well-being of our environment is crucial for providing us all with a good quality of life, both today and for the years to come.

The Directors will appoint competent persons to assist them with the implementation of Environmental policies and arrangements.



Jamie Green GFireE

On behalf of Servatus Solutions Ltd

SERV-POLICY-0005 - DIVERSITY POLICY STATEMENT

Servatus Solutions Ltd (“the Company”) is committed to achieving a working environment which provides equality of opportunity and freedom from unlawful discrimination on the grounds of race, sex, pregnancy, and maternity, marital or civil partnership status, gender reassignment, disability, religion or beliefs, age or sexual orientation. This Policy aims to remove unfair and discriminatory practices within the Company and to encourage full contribution from its diverse community. The Company is committed to actively opposing all forms of discrimination.

The Company also aims to provide a service that does not discriminate against its clients and customers in the means by which they can access the services and goods supplied by the Company. The Company believes that all employees and clients are entitled to be treated with respect and dignity.

Objectives of this Policy

To prevent, reduce and stop all forms of unlawful discrimination in line with the Equality Act 2010.

To ensure that recruitment, promotion, training, development, assessment, benefits, pay, terms and conditions of employment, redundancy and dismissals are determined based on capability, qualifications, experience, skills, and productivity.

Designated Officers

Jamie Green

Definition of Discrimination

Discrimination is unequal or differential treatment which leads to one person being treated favourably than others are, or would be, treated in the same or similar circumstances on the grounds of race, sex, pregnancy and maternity, marital or civil partnership status, gender reassignment, disability, religion or beliefs, age or sexual orientation. Discrimination may be direct or indirect and includes discrimination by perception and association.

Types of Discrimination

DIRECT DISCRIMINATION

This occurs when a person or a policy intentionally treats a person less favourably than another on the grounds of race, sex, pregnancy, and maternity, marital or civil partnership status, gender reassignment, disability, religion or beliefs, age or sexual orientation.

INDIRECT DISCRIMINATION

This is the application of a policy, criterion, or practice which the employer applies to all employees, but which is such that:

It is detrimental to a considerably larger proportion of people from the group that the person the employer is applying it to represents.

The employer cannot justify the need for the application of the policy on a neutral basis; and

The person to whom the employer is applying it suffers detriment from the application of the policy.

Example: A requirement that all employees must be 6ft tall if that requirement is not justified by the position would indirectly discriminate against employees with an oriental ethnic origin, as they are less likely to be able to fulfil this requirement.

HARASSMENT

This occurs when a person is subjected to unwanted conduct that has the purpose or effect of violating their dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment.

VICTIMISATION

This occurs when a person is treated less favourably because they have brought or intend to bring proceedings, or they have given or intend to give evidence.

Unlawful Reasons for Discrimination

SEX

It is not permissible to treat a person less favourably on the grounds of sex, marital status, civil partnership, pregnancy or maternity, gender reassignment or transgender status. This applies to men, women and those undergoing or intending to undergo gender reassignment. Sexual harassment of men and women can be found to constitute sex discrimination.

Example: Asking a woman during an interview if she is planning to have any (more) children constitutes discrimination on the ground of gender.

AGE

It is not permissible to treat a person less favourably because of their age. This applies to people of all ages. This does not currently apply to the calculation of redundancy payments

CHILD AND FORCED LABOUR

No products or materials used will knowingly be bought from anyone using or condoning child or forced labour of any kind. If a supplier knowingly is using or buying from a company that uses these methods, then The House Group will break all contact with the company and report them to the proper authority.

If employee younger than 18-year-old is employed then, Risk Assessments, Safe Systems and a Method Statement will be completed before commencement of work to ensure their safety. This will be monitored and reviewed on a regular basis

DISABILITY

It is not permissible to treat a disabled person less favourably than a non-disabled person. Reasonable adjustments must be made to give the disabled person as much access to any services and ability to be employed, trained, or promoted as a non-disabled person.

RACE

It is not permissible to treat a person less favourably because of their race, the colour of their skin, their nationality, or their ethnic origin.

SEXUAL ORIENTATION

It is not permissible to treat a person less favourably because of their sexual orientation. For example, an employer cannot refuse to employ a person because s/he is homosexual, heterosexual, or bisexual.

RELIGION OR BELIEF

It is not permissible to treat a person less favourably because of their religious beliefs or their religion or their lack of any religion or belief.

Positive Action in Recruitment

Under the Equality Act 2010, positive action in recruitment and promotion applies as of 6 April 2011, 'Positive action' means the steps that the Company can take to encourage people from groups with different needs or with a past record of disadvantage or low participation, to apply for positions within the Company.

If the Company chooses to utilize positive action in recruitment, this will not be used to treat people with a protected characteristic more favorably, it will be used only in tie-break situations, when there are two candidates of equal merit applying for the same position.

Reasonable Adjustments

The Company has a duty to make reasonable adjustments to facilitate the employment of a disabled person.

These may include:

- Adjusting premises.
- Re-allocating some or all a disabled employee's duties.
- Transferring a disabled employee to a role better suited to their disability.
- Relocating a disabled employee to a more suitable office.
- Giving a disabled employee time off work for medical treatment or rehabilitation.
- Providing training or mentoring for a disabled employee.

Supplying or modifying equipment, instruction and training manuals for disabled employees; or, any other adjustments that the Company considers reasonable and necessary provided such adjustments are within the financial means of the Company.

If an employee has a disability and feels that any such adjustments could be made by the Company, they should contact the Designated Officer.

Responsibility for the Implementation of this Policy

All employees, subcontractors and agents of the Company are required to act in a way that does not subject any other employees or clients to direct or indirect discrimination, harassment, or victimisation on the grounds of their race, sex, pregnancy or maternity, marital

or civil partnership status, gender reassignment, disability, religion or beliefs, age or sexual orientation.

The co-operation of all employees is essential for the success of this Policy. Senior employees are expected to follow this Policy and to try to ensure that all employees, subcontractors, and agents do the same.

Employees may be held independently and individually liable for their discriminatory acts by the Company and in some circumstances an Employment Tribunal may order them to pay compensation to the person who has suffered because of discriminatory acts.

The Company takes responsibility for achieving the objectives of this Policy, and endeavours to ensure compliance with relevant Legislation and Codes of Practice.

Acting on Discriminatory Behaviour

In the event that an employee is the subject or perpetrator of, or witness to, discriminatory behaviour, please refer to the grievance procedure as detailed in HG-HR-000 – Offer of Employment.

Advice and Support on Discrimination

Employees may contact their employee or trade union representative if access to such an individual is possible.

Equality and Human Rights Commission

Arndale House
The Arndale Centre
Manchester
M4 3AQ

The Extent of the Policy

The Company seeks to apply this Policy in the recruitment, selection, training, appraisal, development, and promotion of all employees. The Company offers goods and services in a fashion that complies with the spirit of this Policy.

This Policy does not form a part of any employment contract with any employee and its contents are not to be regarded by any person as implied, collateral, or express terms to any contract made with the Company.

The Company reserves the right to amend and update this Policy at any time



Jamie Green GFireE
On behalf of Servatus Solutions Ltd

SERV-POLICY-0006 - QUALITY POLICY STATEMENT

Servatus Solutions Ltd provides training, consultancy, and surveying services throughout the United Kingdom. Our 'Mission' is to deliver the highest quality services with pride, respectability, and professionalism. Our approach is to ensure that the services we provide meet or exceed our clients' expectations and are tailored to their needs. Our focus is to be 'The Best'. This is achieved by the use of practices, materials and products that are supplemented by a commitment from all staff to continually improve our services. These practices are working towards an organisational goal of achieving an ISO 9001:2008 compliant Quality Management System and are communicated to all employees at induction sessions and at subsequent training sessions. It is the responsibility of every employee to familiarise themselves with each new system, training package and policy, adhering to the latest version of the organisation's Policies and Procedures. Ownership, responsibility, and accountability for quality rest with all areas and employees of the organisation. Quality and customer satisfaction can only be achieved with the total involvement and commitment of all employees to comply with all relevant legislation. Our Quality Objectives will be set, monitored, and revised annually.

They will focus on the following areas of our Quality Management System:

- Quality Management
- Quality Training
- Quality Support for Staff
- Customer Satisfaction



Jamie Green GFireE

On behalf of Servatus Solutions Ltd

SERV-POLICY-0007 - SUSTAINABILITY POLICY STATEMENT

Servatus Solutions Ltd is committed to promoting sustainability. Concern for the environment and promoting a broader sustainability agenda are integral to Servatus Solutions Ltd professional activities and the management of the organisation. We aim to follow and to promote good sustainability practice, to reduce the environmental impacts of all our activities and to help our clients to do the same.

Our Sustainability Policy is based upon the following principles:

- To comply with, and exceed where practicable, all applicable legislation, regulations, and codes of practice.
- To integrate sustainability considerations into all our business decisions.
- To ensure that all staff are fully aware of our Sustainability Policy and are committed to implementing and improving it.
- To minimise the impact on sustainability of all office and transportation activities.
- To make clients and suppliers aware of our Sustainability Policy and encourage them to adopt sound sustainable management practices.

In order to put these principles into practice we will:

- Avoid physically travelling to meetings etc where alternatives are available and practical, such as using teleconferencing, video conferencing or web cams, and efficient timing of meetings to avoid multiple trips. These options are also often more time efficient, while not sacrificing the benefits of regular contact with clients and partners.
- Reduce the need for our staff to travel by supporting alternative working arrangements, including home working etc.
- Minimise our use of paper and other office consumables, for example by double-siding all paper used, and identifying opportunities to reduce waste.
- As far as possible arrange for the reuse or recycling of office waste, including paper, computer supplies and redundant equipment.
- Reduce the energy consumption of office equipment by purchasing energy efficient equipment and good housekeeping.
- Ensure that any Subcontractors, Suppliers or Designers that we employ take account of sustainability issues.
- Strive to achieve a more paperless office. To this end several document management systems have been developed that allow employees and customers retrieve and transmit documents electronically e.g. PODs Invoices etc.



Jamie Green GIFireE

On behalf of Servatus Solutions Ltd

SERV-POLICY-0008 - SLAVERY AND HUMAN TRAFFICKING POLICY STATEMENT

It is the policy of Servatus Solutions Ltd to conduct all its business in an honest, transparent, and ethical manner. This includes ensuring effective systems and controls are in place to minimise the risk of slavery and human trafficking taking place in our business operations or supply chains. We take a zero-tolerance approach to modern slavery and human trafficking within Servatus Solutions Ltd and its supply chains, and are committed to acting professionally, fairly and with integrity in all our business dealings and relationships wherever we operate. Servatus Solutions Ltd has an anti-modern slavery and human trafficking policy which is available to all of its colleagues on the company's intranet site. As part of our commitment to ensuring a high level of understanding of the risks of modern slavery and human trafficking in our supply chains and our business, all our colleagues undergo annual awareness training. Additionally, the Servatus Solutions Ltd whistleblowing policy helps to ensure our colleagues can raise concerns in respect of slavery and human trafficking. Servatus Solutions Ltd will continue to review its processes and procedures with our suppliers to ensure potential risks in our supply chains are identified, assessed, mitigated, and monitored. New and existing suppliers are required by Servatus Solutions Ltd to complete a detailed questionnaire and also to provide evidence to show compliance with the Modern Slavery Act. Servatus Solutions Ltd colleagues receive no less than the prescribed minimum wage and we apply robust immigration checks and expect the same standards from our suppliers. Our Anti-Modern Slavery and Human Trafficking policy is reviewed on a regular basis by or on behalf of the Director.



Jamie Green GFireE

On behalf of Servatus Solutions Ltd

SERV-POLICY-0009 - DATA PROTECTION POLICY

This privacy notice explains how Servatus Solutions Ltd use and protect personal data that we may collect about you and informs you of your privacy rights.

How to Contact Us

Servatus Solutions Ltd, (Data Controller), and our affiliates ("Servatus", "we", "us", "our") know how important privacy is. We are committed to protecting your personal data and we strive to be clear about how we collect, use, and store your personal information.

Personal data means any information that can be used to identify an individual. We may collect different types of personal data about you, which are categorised as follows:

We may collect the following information

Contact Data

This includes your full name, company name, company address, email address, telephone number(s), reason for contact, preferred method of contact, last contact date and a record of each contact date and content.

Profile Data - This includes job title, your feedback, and your survey responses.

Marketing and Communications Data - This includes your preferences in receiving marketing from us, your communication preferences and information on what you view, click on and access in and through our marketing emails.

Technical Data - This includes information we collect through your use of our websites, where you came to our website from and where you went when you left our website, technical information about the devices you use to access our websites, web browser and version, and geographic location.

We may also collect, use, and share Aggregated Data such as statistical or demographic data for any purpose. Aggregated Data may be derived from your personal data but is not considered personal data in law as this data does not directly or indirectly reveal your identity. However, if we combine or connect Aggregated Data with your personal data so that it can directly or indirectly identify you, we treat the combined data as personal data which will be used in accordance with this privacy notice.

We do not collect any Special Categories or Protected Characteristics of Personal Data about you (this includes details about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, information about your health and genetic and biometric data). Nor do we collect any information about criminal convictions and offences.

Where we need to collect personal data by law, or under the terms of a contract we have with you and you fail to provide that data when requested, we may not be able to perform the contract we have or are trying to enter into with you (for example, to provide you with products or services). In this case, we may have to cancel a product or service you have with us, but we will notify you if this is the case at the time.

We know how much data security matters to all our customers. We will treat your data with the utmost care and take all appropriate steps to protect it. We adopt appropriate data collection, storage and processing practices and security measures to protect against unauthorized access, alteration, disclosure, or destruction of your personal information.

Access to your personal data is password-protected. We regularly monitor our system for possible vulnerabilities and attacks.

All paper waste produced by Servatus Solutions Ltd is shredded ensuring all written information is destroyed on site to improve your data security.

Your information is only used to fulfil your specific request, unless permission has been given by you use it in another manner, for example to add you to our mailing list.

We may use your information to:

- Carry out our obligations arising from any contracts entered into with you, your employer or a company related to you.
- Contact you regarding servicing or maintenance of our products.
- Seek your feedback, views or comments on the products and services we provide.
- Notify you of changes to our services.
- Being able to inform you about relevant products and services related to what we have previously provided to you.

The General Data Protection Regulation (GDPR) sets out several legal basis for which a company may collect and process your personal data. We rely upon the following basis to legally permit us to collect and process your personal data:

Contractual obligation - In certain circumstances, we need your personal data to perform a contract we have entered into with you, your employer or a company related to you.

Legitimate interest - In some cases, we need to collect and process personal data as this is necessary for our legitimate interests, such as being able to inform and offer relevant products and services related to what we have previously provided to you.

Consent - In specific situations, we can collect and process your data with your consent, for example, when you tick a box to receive our email newsletters. When collecting your personal data, we will always use the minimum data necessary in connection with dealing with us.

Compliance with legal obligations - If the law requires us to, we may need to collect and process your data. For example, we can pass on details of people involved in fraud or other criminal activity to law enforcement.

We only share your information in accordance with the laws applicable to us. We may share your personal data with:

- All of Servatus including new companies or brands we might acquire in the future.

- Service providers such as companies that help us with customer contact, customer care activities, conducting customer satisfaction surveys, billing, or that send emails on our behalf. These entities are limited by contractual provisions in their ability to use your information for purposes other than providing services for us.
- Our professional advisors (acting as controllers or processors); for example, our lawyers, insurers, and insurance brokers, when they need it to provide advice to us or help us obtain insurance.
- The Police, the Health and Safety Executive, local authorities, Her Majesty's Revenue and Customs (HMRC), the Courts and any other central or local government bodies (acting as controllers or processors) where we are required to do so to comply with our legal obligations, or where they request it and we may lawfully disclose it, for example for the prevention and detection of crime or to report serious health and safety incidents.

We will not sell or rent your data to third parties or share your data in any way with third parties for marketing purposes.

In certain circumstances, you may have the right to request access, transfer, rectification and/or erasure of the personal data that we process about you. You may also have the right to object to and/or restrict our processing of your personal data. Details of the rights are set out below.

Access - You may request access to your personal data, which enables you to receive a copy of the personal data that we hold about you and to check to see if we are processing it lawfully.

Rectification - You may request rectification of the personal data that we hold about you. This enables you to have any incomplete or inaccurate data we hold about you corrected, though we may need to verify the accuracy of the new data you provide to us.

Transfer - You may request that we transfer your personal data to you or a third party. We will provide to you, or a third party you have chosen, your personal data in a structured, commonly used, machine-readable format. Please note that this right only applies to automated information which you initially provided consent for us to use or where we used the information to perform a contract with you.

Erasure - You may request erasure of the personal data that we hold about you. This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal data where you have successfully exercised your right to object to processing (see below), where we may have processed your information unlawfully or where we are required to erase your personal data to comply with local law. Note, however, that we may not always be able to comply with your request of erasure for specific legal reasons which will be notified to you, if applicable, at the time of your request.

Object - You may object to how we are processing your personal data where we are relying on a legitimate interest and there is something about your particular situation which makes you

want to object to processing on this ground as you feel it impacts on your fundamental rights and freedoms. You also have the right to object where we are processing your personal data for direct marketing purposes. In some cases, we may demonstrate that we have compelling legitimate grounds to process your information which override your rights and freedoms.

Restriction - You may request that we restrict how we process your personal data. This enables you to ask us to suspend the processing of your personal data in the following scenarios: (a) if you want us to establish the data's accuracy; (b) where our use of the data is unlawful but you do not want us to erase it; (c) where you need us to hold the data even if we no longer require it as you need it to establish, exercise or defend legal claims; or (d) you have objected to our use of your data but we need to verify whether we have overriding legitimate grounds to use it.

Withdrawal of consent - Where we have relied on your consent to process your personal data, you will have the right to withdraw your consent at any time. However, this will not affect the lawfulness of any processing carried out before you withdraw your consent. If you withdraw your consent, we may not be able to provide certain products or services to you. We will advise you if this is the case at the time you withdraw your consent.

If you have any questions or concerns about our privacy practices, your personal information, or wish to file a complaint, please contact us:

Via post:

Servatus Solutions Ltd, 10 – 12, Mulberry Green, Old Harlow, Essex, CM17 0ET

Via phone:

0330 0430 864

Via e-mail:

prevention@servatus.solutions

Via our website contact form:

www.servatus.solutions/contact

You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the supervisory authority for data protection issues in the UK (phone: 0303 123 1113 or at www.ico.org.uk/concerns). However, we would appreciate the chance to deal with your concerns before you approach the ICO, so please feel free to contact us in the first instance.



Jamie Green GIFireE

On behalf of Servatus Solutions Ltd