



Policy Document

GSFM Privacy Policy

GSFM Facilities Limited we are committed to protecting and respecting your privacy. This privacy policy explains how we collect, use, disclose, and safeguard your personal data when you interact with our business, in compliance with the **General Data Protection Regulation (GDPR)** and the **Data Protection Act 2018**.

1. Information We Collect

We may collect and process the following personal data:

- Personal Identification Information: Name, email address, phone number, and postal address.
- Payment Information: Credit/debit card details or other payment information.
- Communication Data: Any messages, emails, or other communications you send to us.
- Usage Data: Information about how you use our website or services, including IP address, browser type, and browsing behaviour.
- Marketing and Communications Data: Your preferences in receiving marketing from us and your communication preferences.

We collect your personal data through:

- Information you provide directly to us via forms, email, or phone.
- Automated technologies, such as cookies, when you interact with our website.

2. How We Use Your Information

We will only use your personal data where legally permitted, such as:

- To provide our products or services to you.
- To process your payments.
- To respond to your inquiries or requests.
- To manage our relationship with you, including notifying you of changes to our services or policies.
- For marketing purposes, such as sending you relevant updates or promotional material (with your consent).
- To improve our website, products, or services.
- To comply with legal obligations.

3. Legal Basis for Processing Personal Data

We rely on the following legal grounds to process your personal data:

- **Performance of a Contract:** Where processing your data is necessary to fulfil the terms of a contract with you (e.g., delivering services).



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- Legitimate Interests: Where it is necessary for our legitimate business interests and does not override your rights (e.g., fraud prevention).
- Consent: Where you have given us explicit consent for certain purposes (e.g., marketing communications).
- Legal Obligations: Where we need to comply with legal or regulatory requirements.

4. Sharing Your Information

We may share your personal data with:

- Service Providers: Third parties who provide services on our behalf (e.g., payment processors, IT support).
- Business Partners: Third parties with whom we collaborate to deliver products or services.
- Legal and Regulatory Authorities: Where we are required to do so by law.
- Professional Advisers: Such as lawyers, accountants, or auditors.

We do not sell, rent, or trade your personal data to third parties.

5. Data Retention

We will only retain your personal data for as long as is necessary to fulfil the purposes for which it was collected, including for the purposes of satisfying legal, accounting, or reporting requirements.

In some cases, we may anonymize your personal data for statistical or research purposes, in which case we may use this information indefinitely without further notice to you.

6. Your Rights

Under GDPR, you have the following rights concerning your personal data:

- Access: Request a copy of the personal data we hold about you.
- Rectification: Request that we correct any inaccuracies in your personal data.
- Erasure: Request that we delete your personal data (where applicable).
- Restriction: Request that we limit the processing of your data.
- Data Portability: Request a transfer of your personal data to another organization.
- Objection: Object to the processing of your personal data where we are relying on legitimate interests.
- Withdraw Consent: Where we have obtained your consent to process your personal data, you may withdraw it at any time.



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7. Data Security

We have implemented appropriate security measures to protect your personal data from accidental loss, unauthorized access, alteration, or disclosure. These include firewalls, encryption, and secure data storage practices.

However, the transmission of information over the internet is not completely secure. While we do our best to protect your personal data, we cannot guarantee the security of data transmitted to our website or via email.

8. Use of Cookies

Our website uses cookies to enhance user experience. Cookies are small files stored on your computer that collect information about how you use the website. You can set your browser to refuse cookies, but some features of the website may not function properly as a result.

For more information on our use of cookies, please refer to our **Cookie Policy**.

9. Changes to This Privacy Policy

We may update this privacy policy from time to time in response to changing legal, technical, or business developments. We will notify you of any significant changes through our website or by other communication channels.

10. Contact Us

If you have any questions about this privacy policy or how we handle your personal data, please contact us at:

GSFM Facilities Limited
Address: Abbey Mills Business Centre, Studio 2009 Paisley PA1 1JS
Email: Helpdesk@gs-fm.co.uk
Phone: [UK: 0141 724 1575 > ROI: 016787752

Policy Owner

Gwyneth Fleming
CEO

Signature:

G Fleming (GWYNETH FLEMING).
G Fleming Date: 24/01/24

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