



Privacy Policy

This privacy policy applies between you, the user of this website and A.R.C. Property Maintenance Ltd, the owner and provider of this website.

A.R.C. Property Maintenance Ltd takes the privacy of your information very seriously. This privacy policy applies to our use of any and all data collected by us or provided by you in relation to your use of the Website. Please read this privacy policy carefully.

PURPOSE OF THIS NOTICE

This notice tells you how we collect and use your personal data, in accordance with General Data Protection Regulation, the Data Protection Act and any other national, implementing laws, regulations and secondary legislation, as amended or updated from time to time, in the UK ('Data Protection Legislation')

ABOUT US

A.R.C. Property Maintenance Ltd is a property maintenance company, providing a service to both domestic and commercial properties. We are registered in England and Wales under number 9662547 and our registered office address is Unit 6 Hounslow Business Park, Alice Way, Hounslow, Middlesex, United Kingdom, TW3 3UD - Postal address: 31 Laleham Road, Shepperton, TW178EQ. We also trade under the name A.R.C. Property Services Ltd, a company, which is also registered in England and Wales under number 11074885 and is registered to the

address above. For the purpose of the Data Protection Legislation and notice, we are the 'data controller'. This means that we are responsible for deciding how we hold and use your personal data. We are required under the Data Protection Legislation to notify you of the information contained in this privacy notice.

We have appointed a data protection manager. Our data protection manager is our Data protection point of contact and is responsible for assisting with enquiries in relation to this privacy notice or our treatment of your personal data. Should you wish to contact our Data Protection point of contact you can do so using these contact details info@arc-propertymaintenance.com

1. PRIVACY AND YOUR PERSONAL DATA

1.1 A.R.C. Property Maintenance Ltd is committed to protecting the privacy of our users and customers. This privacy policy ("Privacy Policy") is intended to inform you on how we gather, define, and utilise your Information (as defined below).

1.2 It applies to Information collected by us, or provided by you, whether in our office, over our website (including the mobile optimised version of the website accessible from your portable hand-held device), contact form or in any other way (such as over the telephone or through social media). It is also intended to assist you in making informed decisions when using our Webs and our products and services.

Please take a minute to read and understand the policy.

1.3 All your personal Information shall be held and used in accordance with the EU General Data Protection Regulation 2016/679 ("GDPR") and national laws implementing GDPR and any legislation that replaces it in whole or in part and any other legislation relating to the protection of personal data. If you want to know what information we collect and hold about you, or to exercise any of your rights as set out in section 9 below, please write to us at the below email address at info@arc-propertymaintenance.com

2. WHAT INFORMATION DO WE COLLECT ON OUR WEBSITE

2.1 When you visit our Website (including the mobile optimised version of the website accessible from your portable hand-held device) you may provide us with personal information such as name, postcode, email address, mobile phone number. You may provide us with Information in a number of ways:

- a) by supplying us with the Information as listed above, on an individual basis by subscribing to receive updates or offers from us.
- b) by corresponding with us by email, in which case we may retain the content of your email messages together with your email address and our responses for future references;
- c) through any preferences and areas of interest as advised by you on subscribing to our online services;
- d) by Information provided when you use the contact form on our website;
- e) by Information provided when you use our mobile optimised website from your portable hand-held device including details of your physical location, where you have agreed to it being used.

2.2 From time-to-time we may give you the option to provide us with Information about other people in your life, for example you may have the option to tell us whether you have any close friend or family member and if so their name and contacts. We use this Information to tell you about offers that may be relevant to your friends or family members in accordance with their age.

2.3 We may collect Information about your computer, including where available your IP address, operating system, browser type and the geographical location of your computer, for system administration purposes. We may also report aggregate information to our advertisers. This is statistical data about browsing actions and patterns and does not identify you as an individual.

3. HOW WE USE YOUR INFORMATION

3.1 We will hold, use and disclose your Information for our legitimate business purposes including:

- a) to keep you up to date about important changes to our business;
- b) to direct-market products and services (including push notifications), advise you of news and industry updates, events, promotions and competitions and other information. You will be given an option to opt-out of such communications and an option to unsubscribe will also be provided with each communication. Regulation 22 of the Privacy and Electronic Communication Regulations allows us to send direct electronic marketing to you about the same or similar products you have ordered from us, as long as you are given an opportunity to opt out at the point of the data collection and in every subsequent message;
- c) to apply profiling technology which analyses our customers' engagement with our direct marketing communications, activity and interests so that we can send you content that is relevant to you;
- d) to answer your queries;
- e) to provide further services to you by sharing your Information with other suppliers, as well as trusted third

parties. Further details about this are set out in the section 8 below on Sharing your Personal Information;

- f) to release Information to regulatory or law enforcement agencies, if we are required or permitted to do so.

4. THE LEGAL BASIS FOR PROCESSING YOUR INFORMATION

4.1 Under GDPR, the main grounds that we rely upon in order to process your Information are the following:

- a) **Necessary for compliance with a legal obligation** – we are subject to certain legal requirements which may require us to process your Information. We may also be obliged by law to disclose your Information to a regulatory body or law enforcement agency;
- b) **Necessary for the purposes of legitimate interests** - either we, or a third party, will need to process your Information for the purposes of our (or a third party's) legitimate interests, provided we have established that those interests are not overridden by your rights and freedoms, including your right to have your Information protected. Our legitimate interests include responding to requests and enquiries from you or a third party, fulfilling work orders, supplier deliveries, optimising our website and customer experience, informing you about our products, services and other information we think you will be interested in based on your interactions with us and purchase history, and ensuring that our operations are conducted in an appropriate and efficient manner;
- c) **Consent** – in some circumstances, we may ask for your consent to process your Information in a particular way.

5. HOW WE SHARE YOUR INFORMATION

5.1 In certain circumstances we will share your Information with other parties. Details of those parties are set out below along with the reasons for sharing it.

- a) **Other parties within our group:** Your information may be shared with our UK partners or suppliers.
- b) **Trusted third parties:** In order to provide certain services, we will share your information with third party service providers such as IT infrastructure companies, email logistics providers and delivery suppliers. We will not share your data with any third party where it is not necessary to do so to provide a service to you.
- c) **Regulatory and law enforcement agencies.** As noted above, if we receive a request from a regulatory body or law enforcement agency, and if permitted under GDPR and other laws, we may disclose certain personal information to such bodies or agencies.
- d) **New business owners.** If we or our business merges with or is acquired by another business or company, we will share your personal information with the new owners of the business or company and their advisors. If this happens, you will be sent notice of such event.

6. HOW LONG WE HOLD YOUR INFORMATION

We will only retain your Information for as long as is necessary for the purpose or purposes for which we have collected it. The criteria that we use to determine retention periods will be determined by the nature of the data and the purposes for which it is kept. For example, if we

receive your Information when you apply for a job, we will retain your data for as long as is necessary to process your application and maintain application statistics. If you have consented to receive direct marketing from us, we will not directly market to you unless you have opted out. In certain circumstances, once we have deleted or anonymised your data, we may need to retain parts of it (for example, your email address), in order to comply with our obligations under GDPR or other legislation, or for fraud detection purposes.

7. TRANSFERRING PERSONAL DATA OUTSIDE THE EUROPEAN ECONOMIC AREA (EEA)

We will not transfer the personal data we collect about you outside of the EEA.

8. DATA SECURITY

We have put in place commercially reasonable and appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

9. YOUR RIGHT RELATING TO YOUR INFORMATION

9.1 You have certain rights in relation to personal information we hold about you. Details of these rights and how to exercise them are set out below. We will require evidence of your identity before we are able to act on your request.

- a) **Right of Access.** You have the right at any time to ask us for a copy of the Information about you that we hold, and to confirm the nature of the Information and how it is used. Where we have good reason, and if the GDPR permits, we can refuse your request for a copy of your Information, or certain elements of the request. If we refuse your request or any element of it, we will provide you with our reasons for doing so.
- b) **Right of Correction or Completion.** If Information we hold about you is not accurate, or is out of date or incomplete, and requires amendment or correction you have a right to have the data rectified, updated or completed. You can let us know by contacting us at the address or email address set out above.
- c) **Right of Erasure.** In certain circumstances, you have the right to request that Information we hold about you is erased e.g. if the Information is no longer necessary for the purposes for which it was collected or processed or our processing of the Information is based on your consent and there are no other legal grounds on which we may process the Information.
- d) **Right to Object to or Restrict Processing.** In certain circumstances, you have the right to object to our processing of your Information by contacting us at the address or email address set out above. For example, if we are processing your Information on the basis of our legitimate interests and there are no compelling legitimate grounds for our processing which override your rights and interests. You also have the right to object to use of your Information for direct marketing purposes.
- You may also have the right to restrict our use of your Information, such as in circumstances where you have

challenged the accuracy of the Information and during the period where we are verifying its accuracy.

- e) **Right of Data Portability.** In certain instances, you have a right to receive any Information that we hold about you in a structured, commonly used and machine-readable format. You can ask us to transmit that Information to you or directly to a third party organisation.

This right exists in respect of Information that:

- you have provided to us previously; and
- is processed by us using automated means.

While we are happy for such requests to be made, we are not able to guarantee technical compatibility with a third party organisation's systems. We are also unable to comply with requests that relate to Information of others without their consent.

7.2 You can exercise any of the above rights by contacting us at the address or e-mail address set out above. You can exercise your rights free of charge.

7.3 Most of the above rights are subject to limitations and exceptions. We will provide reasons if we are unable to comply with any request for the exercise of your rights.

It is important that the personal data we hold about you is accurate and current. Should your personal information change, please notify us of any changes that we need to be made aware of by contacting us, using the contact details at the end of this policy.

8. CONSENT

To the extent that we are processing your Information based on your consent, you have the right to withdraw your consent at any time. You can do this by unsubscribing via the link provided in any direct

marketing communication or contacting us at the address or email address set out above.

9. COOKIES

9.1 Similar to other commercial websites, our Website uses a technology called "cookies" and web server logs to collect information about how our Website is used. A cookie is a very small text document, which often includes an anonymous unique identifier. When you visit a website, that site's computer asks your computer for permission to store this file in a part of your hard drive specifically designated for cookies

9.2 Information gathered through cookies and web server logs may include the date and time of visits, the pages viewed and time spent at our Website.

9.3 Cookies, in conjunction with our web server's log files, allow us to calculate the aggregate number of people visiting our Website and which parts of the website are most popular. This helps us gather feedback so that we can improve our Website and better serve our customers. Cookies do not allow us to gather any personal Information about you and we do not generally store any personal Information that you provided to us in your cookies.

9.4 We use 'session' cookies which enable you to carry information across pages of the Website and avoid having to re-enter information. Session cookies enable us to compile statistics that help us to understand how the Website is being used and to improve its structure.

9.5 We also use 'persistent' cookies which remain in the cookies file of your browser for longer and help us to recognise you as a unique visitor to the Website, tailoring the content of certain areas of the Website to offer you content that match your preferred interests.

9.6 All Cookies used by this Website are used in accordance with current UK and EU Cookie Law

9.7 Before the Website places Cookies on your computer, you will be presented with a message bar requesting your consent to set those Cookies. By giving your consent to the placing of Cookies, you are enabling A.R.C. Property Maintenance Ltd to provide a better experience and service to you. You may, if you wish, deny consent to the placing of Cookies; however certain features of the Website may not function fully or as intended.

9.8 You can choose to enable or disable Cookies in your internet browser. By default, most internet browsers accept Cookies but this can be changed. For further details, please consult the help menu in your internet browser.

9.9 You can choose to delete Cookies at any time; however you may lose any information that enables you to access the Website more quickly and efficiently including, but not limited to, personalisation settings.

It is recommended that you ensure that your internet browser is up-to-date and that you consult the help and guidance provided by the developer of your internet browser if you are unsure about adjusting your privacy settings.

10. WEBSITE ACCESSIBILITY

10.1 A.R.C. Property Maintenance Ltd. recognises the importance of providing a website that is accessible to everyone and is easy to use. This section outlines our ongoing commitment to making our online services accessible and explains some of the accessibility features of this Website.

10.2 Website accessibility means that people with disabilities can use the Website. More specifically, Website accessibility means that people with disabilities can perceive, understand, navigate, and interact with the Website, and that they can contribute to the Website. Website accessibility also benefits others, including older people with changing

abilities due to aging. (Quote from <https://www.w3.org/WAI/intro/accessibility.php>)

10.3 This Website contains the following features which should help users make the website more accessible:

- a) every content and decorative image has the ability to have alternative text added so if images are disabled or not appearing the user can see read what the image is displaying;
- b) tabbing through the Website is organised in a logical top down left to right order;
- c) clearly defined visible hover and focus (tab) state for each link;
- d) the ability to jump to the main content on the page by bypassing the top menu when you use the keyboard;
- e) HTML for lists, tables and quotes being coded correctly;
- f) the ability to navigate around the site and access all functionality by only using the keyboard;
- g) all fields and labels within forms including error messages, are clearly labelled and have the correct notations;
- h) the visual contrast combination of text and background colours meet the correct ratio so all text is easily read;
- i) the Website is readable when large size text is used in Internet Explorer

10.4 At A.R.C. Property Maintenance Ltd. we are committed to making our Website accessible to as many abled and less abled people as possible. We will continue to review, test and modify our Website for usability and accessibility issues using a combination of both manual and automated testing tools. These tools and techniques help us to aim towards meeting (where possible) the W3C guidelines as part of our ongoing commitment towards an accessible Website.

11. CHANGES TO OUR PRIVACY POLICY

This privacy policy can be changed by us at any time. If we change our privacy policy in the future, we will advise you of material changes or updates to our privacy policy by e-mail, where we are holding your e-mail address. We will not email you to advise of minor updates that will not materially impact you, but this policy will always state when it was last updated so you can check any changes that have been made.

12. COMPLAINTS

If you are unhappy about our use of your Information, you can contact us at email address

info@arc-propertymaintenance.com

This policy was last updated 12 Decembre 2023