



## PRIVACY NOTICE

Our company takes the security of your personal information very seriously and is committed to ensuring that your personal information is protected at all times.

This Privacy Notice is intended to provide you with a clear explanation about how your personal information is collected and used by us during your interaction with us as well as your rights in relation to your personal information.

If you have any questions regarding this Privacy Notice or our use of your personal information, please contact our Data Protection Officer by:

- email: [info@totalsm.co.uk](mailto:info@totalsm.co.uk)
- post: Total Specialist Maintenance Ltd, The Old Nurseries, Nottingham Road, Radcliffe on Trent, Nottingham NG12 2DUor
- telephone: 0115 778 8661

Our company only collects basic personal information about you (such as name, email address and basic contact details – as well as any other information that you choose to provide) and only in the following ways:

- Information that you yourself provide through our website, in writing, via telephone, at our events or through other means; or
- Information that we obtain from your interaction with our website and/or services.

We will not ask for, and do not intend to collect, any sensitive personal information about you.

Our company collects information about your use of our website through cookies. We do this so that we can tailor and personalise your experience and, in conjunction with other users' information and usage, improve the content, layout and performance of our website. Further details are set out in our Website Privacy Notice.

### **Why does our company collect personal information?**

We need to know basic personal information about you in order to respond to requests you make to us, and to provide you with information relating to our services (such as information about our products and services, event invitations, surveys, etc) which either you have consented to receive or which relate to our products or services which we believe may be of interest to you.

We will not use your personal information for any other purpose.

### **How is your personal information protected?**

Our company will hold your personal information securely using appropriate technical and organisational measures and not disclose your personal information to anyone outside its own organisation, or to any person or entity outside the United Kingdom and/or the European Union, except and to the extent both: i) necessary for the purposes stated in this Privacy Notice; and ii) where it has first satisfied itself that appropriate safeguards are in place to ensure such information will continue to be held and used in accordance with this notice and compliance with the European Union's General Data Protection Regulation (EU 2016/679).

We use service providers to operate our website, such as website hosting and enquiry functionality, and some of these service providers will process your personal information as part of the services they provide to us. We will ensure that those service providers also comply with this Privacy Notice.

Your personal information will be kept by our company for no longer than reasonably necessary for the purposes set out in this Privacy Notice, unless required to be kept longer by law.



## **What are your legal rights?**

You have a number of legal rights surrounding your personal information, including:

- the right to access and copy your personal information;
- the right to obtain correction of any inaccurate or incomplete personal information;
- the right to have your personal information deleted;
- the right to restrict or object to our company's processing of your personal information;
- the right to withdraw your consent to our processing at any time (i.e. including the right to opt-out of or unsubscribe from communications at any time, either by contacting us at the details provided in this Privacy Notice or clicking the unsubscribe link in the emails that you receive from us).

Please contact us if you would like to exercise any of your legal rights. We will respond to any rights that you exercise within one month of receiving your request, unless the request is complex or involves a significant amount of data, in which case we will respond within three months.

## **How do you lodge a complaint?**

If you have a complaint regarding how your personal information has been handled by our company, please contact our Data Protection Officer, using the details provided above.

You have a legal right to lodge a complaint with a supervisory authority. For our company, the relevant supervisory is the UK Information Commissioner's Office (to lodge a complaint or report a concern, please visit: <https://ico.org.uk/concerns>).

We may change the content of this Privacy Notice from time to time without notice to you. You should check this Privacy Notice occasionally to ensure that you are aware of the most recent version that will apply each time you access our website. This Privacy Notice was last updated on 1<sup>st</sup> July 2023.

## **WEBSITE PRIVACY NOTICE**

**We would like to take this opportunity to assure you that we are 100% committed to protecting your privacy and security.**

### **YOUR PERSONAL INFORMATION THAT WE MAY COLLECT**

In order to process your enquiry and to provide you with the best possible level of service, we may need to collect some necessary information about you, your name, company name, telephone number and e-mail address. This will only happen when you complete the enquiry form.

However, we only use the information we collect about you in accordance with the Data Protection Act 1998.

We will not, under any circumstances, pass any of the information we have collected about you on to any third party. Our commitment to customer service ensures that all personal information is held securely, in accordance with both our internal security policy and the UK Data Protection Act 1998, to ensure that no other party is able to view your details.

If you wish to check the information that we hold about you, you can do this at any time by emailing us. If any of the information we hold is inaccurate, we will delete or correct it immediately. Our security procedures mean that we may request proof of identity before we are able to disclose sensitive information to you.

## **EMAILING**

We do not endorse 'spam' mail - we know how annoying this is! We will send you information that may be relevant to you and we will send regular newsletters to all of our customers. If you choose to do so, you can unsubscribe from these at any point.




## COOKIES STATEMENT

Our websites use cookies. A cookie is a small file of letters and numbers that we put on your computer. These cookies allow us to distinguish you in anonymous form from other users of our websites and helps us to provide you with a good experience when you browse our websites. The cookies we use are either 'analytical' cookies, which allow us to recognise and count the number of visitors and to see how visitors move around the sites when they are using them, or functionally necessary for the sites to operate. This helps us to improve the way our websites work, for example, by ensuring that users are finding what they are looking for easily.

Some cookies are essential to ensure this website works for you in the best possible way. You may delete and block all cookies from the sites, by activating the setting on your browser that allows you to refuse the setting of all or some cookies, but you may not be able to access all or parts of our site.

Read more about individual cookies we may use and how to recognise them below.

Cookie	Name	Purpose
<b>System cookie</b>	PHPSESS	This cookie is set by our website's back-end system, upon arrival at our website. It is not used by us for any purpose. This cookie is deleted when a user closes their browser.
<b>Site acceptance</b>	cookiecc_cookie_accept cc_cookie_decline	These cookies are used in order to manage the cookie usage bar on the site.
<b>Google Analytics</b>	_utma _utmb _utmc _utmz	These cookies are used to collect information about how visitors use our site. We use the information to compile reports and to help us improve the site. The cookies collect information in an anonymous form, including the number of visitors to the site, where visitors have come to the site from and the pages they visited. <a href="#">Click here for an overview of privacy at Google</a>

Signed:   
Position: Managing Director  
Date: 01/07/2025  
Review Date: 01/07/2026