



Privacy Notice for customers or clients and prospective customers or clients – Neg Earth Lights Limited

Overview:

At Neg Earth Lights Limited we take your privacy seriously and will only use your personal information for essential legal and contractual purposes.

This Privacy Notice outlines what data we collect, how we collect it, for what purposes we use it, and how we ensure the security and privacy of this information. We pledge to handle your data fairly and legally at all times.

It applies to all clients and customers and prospective clients and customers.

Purpose of this Privacy Notice:

Neg Earth Lights Limited is a “data controller” (collectively referred to as “Neg Earth Lights Limited”, “NELL”, “we”, “us” or “our”) in this Privacy Notice. This means that we are responsible for deciding how we hold and use personal information about you. We are required under data protection legislation to notify you of the information contained in this Privacy Notice.

This Privacy Notice applies to current and former clients and customers, and prospective clients and customers. This Privacy Notice does not form part of any contract to provide services. We may update this Privacy Notice at any time but if we do so, we will provide you with an updated copy of this notice as soon as reasonably practical.

It is important that you read this Privacy Notice, together with any other privacy notice we may provide when we are collecting or processing personal information about you, to ensure you are aware of how and why we are using such information and what your rights are under the data protection legislation.

Data protection principles:

We will comply with data protection law. This requires that the personal information we hold about you must be:

1. Used lawfully, fairly and in a transparent way.
2. Collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes.
3. Relevant to the purposes we have told you about and limited only to those purposes.
4. Accurate and kept up to date.
5. Kept only as long as necessary for the purposes we have told you about.
6. Kept securely.

The type of information we hold about you:

Personal data, or personal information, means any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymous data).

There are certain types of more sensitive personal data which require a higher level of protection, such as information about a person's health or sexual orientation. Information about criminal convictions also warrants this higher level of protection.

We will collect, store, and use the following categories of personal information about you:

Type of data	Examples
Personal contact details	Addresses, telephone numbers, and email addresses (business and personal).
Identity details	First name, last name, username or similar identifier, title, position in company, job title,
Financial details	Invoice details: Bank account, sort code, account name NELL Client reference number Trade References: Contact Name, Telephone No,

We do not collect, store or use any sensitive types of personal information (such as health information, sexual orientation, or convictions).

How is your personal information collected:

We use different methods to collect data from and about you including:

- Direct interactions. You may give us your data by filling in forms or by corresponding with us by post, phone, email or in person. This includes personal data you provide when you:
 - apply for our products or services;
 - complete our Hire Agreement;
 - complete our Customer Account Opening form;
 - complete our contact form on our website;
 - subscribe to our service; or
 - give us some feedback.

We may legitimately need the following information from you, to include; proof of identity, contact information and financial information.

We may sometimes collect additional information from third parties including credit reference agencies, HMRC, or other background check agencies.

We may collect additional personal information in the course of providing services throughout the period of you working with us.

How we will use information about you:

We will only use your personal information when the law allows us to. Most commonly, we will use your personal information in the following circumstances:

1. Where we need to perform the contract we have entered into with you.
2. Where we need to comply with a legal obligation.
3. Where it is necessary for legitimate interests pursued by us or a third party and your interests and fundamental rights do not override those interests.

We may also use your personal information in the following situations, which are likely to be rare:

1. Where we need to protect your interests (or someone else's interests).
2. Where it is needed in the public interest.

Situations in which we will use your personal data:

We need all the categories of information in the list above primarily to allow us to perform our contract with you and to enable us to comply with legal obligations. In some cases we may use your personal information to pursue legitimate interests, provided your interests and fundamental rights do not override those interests. The situations in which we will process your personal information are listed below.

<u>Situation</u>	<u>Purpose</u>
Making a decision about the terms of our Hire Agreement	Performance of contract
Determining the terms on which we work for you.	Performance of contract
Invoicing you.	Performance of contract
Administering the contract we have entered into with you.	Performance of contract
Business management and planning, including accounting and auditing.	Compliance with a legal obligation
Making arrangements for the termination of our contractual relationship.	Performance of contract
Dealing with legal disputes involving you, or our employees, workers and contractors, including accidents at work.	Compliance with a legal obligation
To prevent fraud.	Performance of contract

Some of the above grounds for processing will overlap and there may be several grounds which justify our use of your personal information.

If you fail to provide personal information

If you fail to provide certain information when requested, we may not be able to perform the contract we have entered into with you (such as invoicing you or providing services), or we may be prevented from complying with our legal obligations (such as to ensure the health and safety of our workers).

Change of purpose

We will only use your personal information for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If we need to use your personal information for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so.

Please note that we may process your personal information without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.

Data sharing and transfers:

We may have to share your data with employees, contractors and third-party service providers and other entities in the group.

We require third parties to respect the security of your data and to treat it in accordance with the law.

It may sometimes be necessary to transfer your personal information outside the EEA.

Any transfers made will be in compliance with applicable data protection law and you can expect a similar degree of protection in respect of your personal information.

Why might you share my personal information with third parties?

We will share your personal information with third parties where required by law, where it is necessary to administer the working relationship with you or where we have another legitimate interest in doing so.

Which third-party service providers process my personal information?

"Third parties" include third-party service providers (including contractors and designated agents) and other entities in our group. The following activities are carried out by third-party service providers: performance of services under our contract, IT, legal and maintenance services, travel bookings and courier services.

How secure is my information with third-party service providers and other entities in our group?

All our third-party service providers and other entities in the group are required to take appropriate security measures to protect your personal information in line with our policies. We do not allow our third-party service providers to use your personal data for their own purposes. We only permit them to process your personal data for specified purposes and in accordance with our instructions.

When might you share my personal information with other entities in the group?

We will share your personal information with other entities in our group as part of our regular reporting activities on company performance, in the context of a business reorganisation or group restructuring exercise, for system maintenance support and hosting of data.

What about other third parties?

We may share your personal information with other third parties, for example in the context of the possible sale or restructuring of the business. In this situation we will, so far as possible, share anonymised data with the other parties before the transaction completes. Once the transaction is completed, we will share your personal data with the other parties if and to the extent required under the terms of the transaction.

We share your personal data with our contractors to administer the contract between us, e.g. account management and provision of services to you.

We may also need to share your personal information with a regulator or to otherwise comply with the law. This may include sharing data with law enforcement agencies, courts or tribunals, making returns to HMRC, disclosures to insurers, disclosures to stock exchange regulators and disclosures to shareholders such as directors' remuneration reporting requirements.

Transferring information outside the EEA

We will transfer the personal information we collect about you to countries outside the EEA in order to perform our contract with you. Depending on the country, there may or may not be an adequacy decision by the European Commission in respect of those countries. This means that the countries to which we transfer your data may or may not be deemed to provide an adequate level of protection for your personal information.

However, to ensure that your personal information does receive an adequate level of protection we have put in place the following appropriate measure(s) to ensure that your personal information is treated by those third parties in a way that is consistent with and which respects the EU and UK laws on data protection: entered into standard data protection clauses adopted by the Commission with the third party who is located outside of the EEA. If you require further information about this protective measure, you can request it from the gdpr@negearth.co.uk.

Personal Data Retention Period:

We will not retain your personal information for longer than is legally necessary to fulfil the purposes for which we collected it, including for the purposes of satisfying any legal, accounting, or reporting requirements.

Different retention periods apply to different types of personal information and are outlined in our Data Retention Policy which is available on request from gdpr@negearth.co.uk. However the longest we will normally hold your personal data is 6 years after the contract has completed.

To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

In some circumstances we may anonymise your personal information so that it can no longer be associated with you, in which case we may use such information without further notice to you.

Rights of the data subject:

Your duty to inform us of changes

It is important that the personal information we hold about you is accurate and current. Please keep us informed if your personal information changes during your working relationship with us.

Your rights in connection with personal information

Under certain circumstances, by law you have the right to:

- **Right of confirmation:** obtain confirmation as to whether or not personal data concerning you is being processed by us.
- **Right of access:** request access to your personal information (commonly known as a “data subject access request”). You have the right to obtain a copy of the personal information we hold about you and to check that we are lawfully processing it.
- **Right to rectification:** request correction of the personal information that we hold about you. You have the right to have incomplete or inaccurate personal information which we hold about you corrected.
- **Right to erasure (right to be forgotten):** request erasure of your personal information. You have the right to ask us to delete or remove personal information 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 information where you have exercised your right to object to processing (see below).
- **Right to object:** object to processing of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal information for direct marketing purposes.
- **Right to restrict processing:** request the restriction of processing of your personal information. You have the right to ask us to suspend the processing of personal information about you, for example if you want us to establish its accuracy or the reason for processing it.

- **Right to transfer (data portability):** request the transfer of your personal information to another party.

If you want to review, verify, correct or request erasure of your personal information, object to the processing of your personal data, or request that we transfer a copy of your personal information to another party, please contact gdpr@negearth.co.uk in writing.

No fee usually required

You will not have to pay a fee to access your personal information (or to exercise any of the other rights). However, we may charge a reasonable fee if your request for access is clearly unfounded or excessive. Alternatively, we may refuse to comply with the request in such circumstances.

What we may need from you

We may need to request specific information from you to help us confirm your identity and ensure your right to access the information (or to exercise any of your other rights). This is another appropriate security measure to ensure that personal information is not disclosed to any person who has no right to receive it.

Right to withdraw consent:

In the limited circumstances where you may have provided your consent to the collection, processing and transfer of your personal information for a specific purpose, you have the right to withdraw your consent for that specific processing at any time. To withdraw your consent, please contact gdpr@negearth.co.uk. Once we have received notification that you have withdrawn your consent, we will no longer process your information for the purpose or purposes you originally agreed to, unless we have another legitimate basis for doing so in law.

Questions or Complaints:

If you have any questions about the content of this Privacy Notice or how we handle your personal information or you wish to exercise any of your rights set out above, please contact gdpr@negearth.co.uk.

You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues:

Information Commissioners Officer Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 SAF

Telephone: 0303 123 1113 email casework@ico.org.uk

Changes to this Privacy Notice:

We reserve the right to update this Privacy Notice at any time, and we will provide you with a new privacy notice when we make any substantial updates. We may also notify you in other ways from time to time about the processing of your personal information.