

Privacy Notice

1.0 Purpose of This Notice

This notice describes how we collect and use personal data about our suppliers, customers and potential customers, in accordance with the General Data Protection Regulation (GDPR), the Data Protection Act 1998 and any other national implementing laws, regulations and secondary legislation, as amended or updated from time to time, in the UK ('Data Protection Legislation').

2.0 About Us

Provelio Limited is a company registered in England and Wales under number 04425429 and our registered office is at Highland House, Mayflower Close, Chandlers Ford, Eastleigh, Hampshire, SO53 4AR.

We are registered as a data controller with the Information Commissioner's Office under number 27549819 in relation to the processing of personal data.

3.0 How We May Collect Your Personal Data

We obtain personal data about you, for example, when:

- You, your employer/client company requests details of our services or a proposal from us.
 - You, your employer/client company engages us to provide our services, and also during the provision of those services.
 - You, your employer/client company contacts us by email, telephone, post or social media (for example when you have a query about our services).
 - You, your employer/the supplier company has been contacted by us in order to quote for or purchase goods or services.
 - You, your employer/the supplier company may contact by us via email, telephone, post or social media in relation to the quotation, purchase or provision of these goods or services.
 - From third parties/publicly available resources (for example Companies House).
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4.0 The Kind of Information We Hold About You

The information we may hold about supplier and client personal data may include the following:

- Your name
- Contact working address
- Your work email address
- Details of any products or services you have provided us with
- Details of any services you have received from us
- Our correspondence and communications with you
- Information about any complaints and enquiries you make with us
- Information from research, surveys and marketing activities
- Information we receive from other sources, such as publicly available information

5.0 How We Use Personal Data We Hold About You

We may process your personal data for purposes necessary for the performance of our contact with our clients and suppliers. This may include processing your personal data where you are an employee or subcontractor of our client or supplier.

We may process your personal data for the purposes of our own legitimate interests provided that those interests do not override any of your own interests, rights and freedoms which require the protection of personal data. This includes processing for marketing, business development and management purposes.

We may process your personal data for certain additional purposes, with your consent, and in these limited circumstances where your consent is required for the processing of your personal data then you have the right to withdraw your consent to the processing for these purposes.

Please note that we may process your personal data for more than one lawful basis depending on the specific purpose for which we are using your data.

Situations in which we will use your personal data.

We may use your personal data in order to:

- Enter into agreements to purchase goods or services from you or your employer our supplier.
- Carry out our obligations arising from any agreements entered into between you or your employer, our client and us which will most usually be for the provision of our services.
- Provide you with information related to our services, events and activities that you have requested from us or which we feel may interest you, provided you have consented to be contacted, for such purposes.

We may also seek your thoughts and opinions on the services we provide; and notify you about any changes to our services.

If you refuse to provide us with certain information when requested, we may not be able to perform the contract we have entered into with you.

We may also process your personal data without your knowledge or consent, in accordance with this notice where we are legally required or permitted to do so.

Data retention

We will only retain your personal data for as long as is necessary to fulfil the purposes for when it is collected in our contractual agreement (either with you or your employer).

When assessing what retention period is appropriate for your personal data we take into consideration:

- The requirements of our business and the services provided
- The length of contractual responsibility or warranty periods for any contracts entered into
- Any statutory or legal obligations
- The purposes for which we originally collected the personal data
- The lawful grounds on which we based our processing
- The types of personal data we have collected

6.0 Data Sharing

We will share your personal data with third parties where we are required by law or where it is necessary to administer the relationship between us or where we have another legitimate interest in doing so.

“Third parties” includes third-party service providers. The following activities are carried out by third-party service providers:

- IT and cloud services and professional advisory services such as legal advice.

All of our third-party service providers are required to take commercially reasonable and appropriate security measures to protect your personal data.

7.0 Transferring Personal Data Outside the European Economic Area (EEA)

Personal data may be stored in the following countries outside of the EEA – US, New Zealand; the European Commission has an adequacy decision in relation to these countries, they are deemed to provide an adequate level of protection for your personal information for the purpose of the Data Protection Legislation.

8.0 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.

We have put in place procedures to deal with any suspected data security breach and will notify you and any applicable regulator of a suspected breach where we are legally required to do so.

9.0 Rights of Access, Correction, Erasure and Restriction

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

Request access to your personal data. This enables you to receive details of the personal data we hold about you and to check that we are processing it lawfully.

Request correction of the personal data that we hold about you.

Request erasure of your personal data. 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 exercised your right to object to processing (see below).

Object to the processing of your personal data 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 basis. You also have the right to object where we are processing your personal information for direct marketing purposes.

Request the restriction of processing of your personal data. This enables you to ask us to suspend the processing of personal data about you, for example if you want us to establish its accuracy or the reason for processing it.

If you want to exercise any of the above rights, please email mail@provelio.com

You will not have to pay a fee to access your personal data (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.

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.

10.0 Right to Withdraw Consent

In the limited circumstances where you may have provided your consent to the collection, processing and transfer of your personal data for a specific purpose, you have the right to withdraw your consent for that specific processing at any time. (To withdraw your consent, please email mail@provelio.com)

Once we have received notification that you have withdrawn your consent, we will no longer process your personal information (personal data) for the purpose of purposes you originally agreed to, unless we have another legitimate basis for doing so in law.

11.0 Changes to This Notice

Any changes we may make to our privacy notice in the future will be updated on our website.

12.0 Contact Us

If you have any questions regarding this notice please email mail@provelio.com

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