



PRIVACY POLICY

Updated 24 May 2018

SIGGA Design Ltd is committed to protecting your personal information and respecting your privacy and rights when it comes to information processing. SIGGA Design Ltd is committed to maintaining compliance with current data protection legislation, any future legislation that comes into force as and when required, and to maintain transparency about how it processes personal data. SIGGA Design Ltd processes the personal data of both its own employees and its business contacts, and works to robust information security policies to ensure this data is kept secure and the risk of data breach is reduced to a minimum.

This Privacy Notice informs you how and why SIGGA Design Ltd collects your personal information, how SIGGA Design Ltd processes your personal information, who has access to your personal information, and details your rights as an individual to control how your personal information is processed.

By continuing to use SIGGA Design Ltd, you give SIGGA Design Ltd permission to process your personal data for the purposes identified as set out within this Privacy Notice.

This Privacy Notice contains information regarding:

- **LAWFUL BASIS FOR PROCESSING YOUR INFORMATION**
- **COLLECTION OF PERSONAL INFORMATION**
- **HOW SIGGA Design Ltd USES YOUR INFORMATION**
- **VISITORS TO THE SIGGA Design Ltd WEBSITE**
- **PEOPLE WHO CONTACT SIGGA Design Ltd VIA SOCIAL MEDIA ENQUIRIES**
- **COMMUNICATIONS**
- **PEOPLE WHO USE SIGGA Design Ltd SERVICES**
- **COMPLAINTS**
- **YOUR RIGHTS**
- **SUBJECT ACCESS REQUESTS**
- **CHANGES TO THIS PRIVACY NOTICE**
- **HOW TO CONTACT US**
- **DISCLAIMER**

To comply with the data protection requirements of the General Data Protection Regulation (GDPR), there must be a lawful basis to collect, process and store any SIGGA Design Ltd as a data controller, the lawful basis under which personal data is processed include:

1. The contractual agreement with each approved company for the provision of audit services. Personal information that SIGGA Design Ltd collects during the application and approval processes will be limited to what is necessary and processed for the purposes of fulfilling its contractual obligations. See the 'SIGGA Design Ltd approved and applicant companies' section below.
2. Where the processing is necessary for the purposes of legitimate interests pursued by SIGGA Design Ltd or by yourselves as a third party. For example, SIGGA Design Ltd may occasionally send out communications using your contact details that are of specific importance to approved companies, or may ask for your input when developing a new service. See the 'Communications' section below. (Where such interests are overridden by your interests or fundamental rights and freedoms, SIGGA Design Ltd will instead ask for your consent.)
3. Any active consent you may have given SIGGA Design Ltd to receive or access particular services where another lawful basis does not apply. You will be asked to demonstrate your consent with an affirmative action, such as ticking a box or filling in your email address.

SIGGA DESIGN LTD

33, Derwen Fawr Road, Swansea, SA2 8AQ • 01792 280388 • design@sigga.net • www.sigga.net



PRIVACY POLICY

When you access and browse the SIGGA Design Ltd website and when you correspond with SIGGA Design Ltd by phone, post or email, you may give SIGGA Design Ltd information about yourself. This information can include your name, postal address, email address, landline and/or mobile telephone number as well as other personal information.

This Privacy Notice applies, but is not limited to, personal information that SIGGA Design Ltd collects from:

- visitors to the SIGGA Design Ltd website;
- applicant companies wishing to obtain SIGGA Design Ltd approval;
- approved companies maintaining their SIGGA Design Ltd approval;
- associated third party organisations, stakeholders, suppliers and subcontractors;
- complainants and other individuals in relation to a complaint or enquiry;
- individuals who use SIGGA Design Ltd services (e.g. Standards on Subscription);
- external committee members;
- visitors to the SIGGA Design Ltd Head Office (including passersby).

Where SIGGA Design Ltd collects personal data (for example your name, postal address or e-mail address) this information is used exclusively by SIGGA Design Ltd for providing the services you have requested or which are detailed within your service contract. SIGGA Design Ltd will only pass your personal data to relevant third party organisations or individuals either as a contractual requirement, with your explicit consent, or if specifically compelled to do so by law or court order or other legitimate reason.

Unfortunately, the transmission of information via the internet is not completely secure. Although SIGGA Design Ltd does its best to protect your personal data, it cannot guarantee the security of your data transmitted to the SIGGA Design Ltd site; any transmission is at your own risk. Once SIGGA Design Ltd has received your information, robust information security measures in place protect it and minimise the risk of unauthorised access.

Public Website Areas

You can visit the SIGGA Design Ltd website without revealing who you are or giving any information about yourself, except where you voluntarily choose to give SIGGA Design Ltd your personal details via e-mail or by enquiring about any of SIGGA Design Ltd's services.

Website Forms

In order to access certain services on the SIGGA Design Ltd website you may be required to fill in a web form which includes completing your personal details. When you submit a web form, this information is sent directly to SIGGA Design Ltd only, and is then processed as appropriate.

People who email SIGGA Design Ltd

SIGGA Design Ltd may monitor any emails sent to us, including file attachments, for viruses or malicious software. Please be aware that you have a responsibility to ensure that any email you send is within the bounds of the law.

You can contact SIGGA Design Ltd via Facebook or by direct message if you wish to enquire or comment on our services. These communications are managed by SIGGA Design Ltd and are only ever shared internally at SIGGA Design Ltd, for the purpose of providing you with the information you have requested. Should SIGGA Design Ltd wish to quote your comment with your name and / or company on the SIGGA Design Ltd website, you will be first contacted by SIGGA Design Ltd to ask for your explicit consent to do so.

SIGGA Design Ltd receives enquiries about our services through the website and by telephone, post and email. Enquiries will typically require the person to enter some form of contact details to allow SIGGA Design Ltd to follow them up.

For general enquiries, a record of the enquiry is retained by SIGGA Design Ltd until the enquiry has been dealt with and no further follow up is needed.

If an individual or Company makes an application enquiry or receives a quotation, but does not wish to progress the application at that time, the details are held on SIGGA Design Ltd internal system for 12 months. Quotation figures may remain valid for a minimum period of 6 months, as it enables these customers to renew their interest in pursuing a quotation.

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SIGGA Design Ltd deletes personal customer information (such as name, phone number and e-mail address) from our records on request, however must legally retain details of all financial transactions for 6 years from the end of the last financial year they relate to, (or longer if they show a transaction that covers more than one of the Company's accounting periods).

All information provided to SIGGA Design Ltd is treated as Confidential. This information is stored securely on SIGGA Design Ltd internal database and is only used for purposes related to the administering of services requested. Any financial details given by the customer have access limited to the relevant personnel at SIGGA Design Ltd.

SIGGA Design Ltd may also share information with the Police if there is a lawful basis for doing so.

Visitors to SIGGA Design Ltd may be asked to sign in using the Visitors Book. Information requested may include name, company and vehicle registration. In the unlikely event of a fire, this information is used to perform a roll call and ensure all visitors have evacuated the building. The SIGGA Design Ltd car park is private property and is available for use by SIGGA Design Ltd staff and visitors only, and by providing your registration number, SIGGA Design Ltd is able to identify your vehicle. This information remains at SIGGA Design Ltd Head Office and is not shared with any other party.

A complaint to SIGGA Design Ltd can be lodged by letter by telephone or email. Details about complaints made and the parties involved are stored securely. It may be necessary to share the contact details of the complainant with the parties involved or with other relevant bodies in order to progress the complaint. SIGGA Design Ltd will gain authorisation from the complainant before passing any confidential information or personal data to other parties.

SIGGA Design Ltd takes any complaints received about collection and use of personal data very seriously and encourages people to bring to its attention any collection or use of information they think is unfair, misleading or inappropriate.

Complaint details are retained for 7 years before destruction in case of any further proceedings.

Under the General Data Protection Regulation (GDPR) and the Data Protection Act 1998 (DPA), SIGGA Design Ltd recognises and respects that you have rights as an individual providing personal data:

- You have the right to know exactly how your personal data will be processed by SIGGA Design Ltd. SIGGA Design Ltd commits to processing your data fairly, lawfully and transparently, details of which are set out in this Privacy Notice.
- You have the right to request access to the personal data that SIGGA Design Ltd holds about you.
- You have the right to request changes to the data held about you if the data is incorrect or requires additional information.
- You have the right to request erasure of your data or the right to be forgotten completely, where there is no legitimate reason for your data to continue to be processed.
- You have the right to request that processing of your data is restricted so that the data remains stored but is not further processed by SIGGA Design Ltd.
- You have the right to request a copy of your data in a portable format.
- You have the right to object to your data being processed, if the processing is for a legitimate interest without compelling grounds, or for direct marketing.

You may notify SIGGA Design Ltd of any request to change how your personal data is processed or to update your records by telephone, email or post (see 'How to Contact Us').

SIGGA Design Ltd retains the right to continue processing personal data if there are compelling legitimate grounds for the processing, which override the interests, rights and freedoms of the individual, or the processing is for the establishment, exercise or defense of legal claims.

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PRIVACY POLICY

Please note: should you choose to erase your data or restrict how your data is processed, this may affect your ongoing service provision, or impact upon the sharing of important information and updates.

If you wish to make a free Subject Access Request to access a copy of the personal data SIGGA Design Ltd stores about you, or understand how it is processed and why, please follow the instructions below:

1. Contact your SIGGA Design Ltd contact (email preferred).
2. Include details of your request – which information about you do you wish to have access to?
3. Provide sufficient evidence about yourself for SIGGA Design Ltd to verify your identity. (SIGGA Design Ltd may have to contact you otherwise.)

SIGGA Design Ltd will deal with your request without undue delay, within 1 month of the receipt of your request. SIGGA Design Ltd will notify you if it is unable to provide the information within 1 month, detailing the likely timescale. If SIGGA Design Ltd is unable to grant you access to your data for a specific reason you will be notified immediately. In certain circumstances, such as where a large amount of data is requested which may require extensive time or resource to gather and collate the data, SIGGA Design Ltd reserves the right to charge a fee to account for this activity.

This Privacy Notice is regularly reviewed and may change from time to time.

How to contact us

If you wish to contact SIGGA Design Ltd for further information about this Privacy Notice, you can call us, email us or write to us at:

SIGGA Design Ltd
33, Derwen Fawr Road
Swansea
SA2 8AQ

design@sigga.net
01792 280388

This Privacy Notice does not provide exhaustive detail of all aspects of SIGGA Design Ltd collection and use of personal information. However, SIGGA Design Ltd is happy to provide any additional information or explanation needed when requested.

SIGGA Design Ltd makes every effort to ensure that the information provided on its website is accurate and current. However, it cannot guarantee this and cannot accept responsibility for any errors, omissions, misstatements or mistakes on the website. Anyone becoming aware of such matters is requested to notify SIGGA Design Ltd in writing or by e-mail.

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