

This Privacy Notice (“Notice”) explains how M Group Services Ltd (“MGS”) and its subsidiaries and affiliated companies collect and use personal data in connection with this website. For the purpose of this Notice M Group Services Ltd and its subsidiaries and affiliated companies may be referred to as “we”, “us” or “our” or “MGS”.

M Group Services is the data controller responsible for the personal data collected about you in connection with this website.

By visiting our website(s), we may collect some information about you such as your computer IP address. When you complete a form in order to facilitate your interest or provide us with information of one form or another, we may also collect some more information about you.

We may therefore collect the following personal data about you:

- Contact information including name, job title, email address, postal address (inc. postcode) and telephone number(s)
- Additional information you may voluntarily provide.
- Your computer IP address

Purposes for Data Processing

We process personal data solely in compliance with applicable legislation and regulations such as the UK General Data Protection Regulation (UK GDPR) and Data Protection Law 2018. We do this in order to establish and carry out our contractual obligations, comply with legal obligations, meet our legitimate interests or as per your consent, where applicable.

How We Collect Your Information

We may collect personal data from you directly when you interact with or use our website(s) or where you choose to correspond with us in connection with our products and/or services.

How we will use your information

We may use your information which we have collected for the purposes for which it was provided to us as stated at the time of collection (or as may be obvious in the context of collection). Your personal data will be used by us to:

- Communicate with you and address any complaint/query/suggestion or otherwise submitted by you;
- Send you information you may have requested;
- Provide you with information about our business(es) we feel may be of interest to you.
- Process your interest in progressing in a career with us;
- To train our customer services personnel and ensure they are adhering to our internal quality standards when engaging with our clients or members of public;
- Improve our business and the service and/or products we provide; and
- For market research purposes;

Personal Data Retention and Storage

In order to satisfy our purposes for data processing, we shall maintain your personal data for a period which is related to the agreed/ communicated purposes. We may however hold your data collected further if mandated by law, or for our proportionate legitimate interests and until these interests are no longer in effect.

We may transfer and process your data outside of the UK. Where your personal information is to be transferred outside the UK, we will take reasonable steps to ensure that there are appropriate safeguards in line with existing data protection legislation to protect your information.

Personal Data Security

We keep your personal data confidential, and we ensure that appropriate organisational and technical security measures exist to safeguard your personal data from unauthorised access, use, disclosure, loss, and/or alterations in any phase or location of its processing.

In all cases, the processing of personal data is carried out only by individuals or functions who are assigned with specifically related tasks requiring such data processing.

Cookies

We collect information about you automatically when you visit our website(s) by using cookies and other tracking technology. Cookies are ways of saving a small amount of information. They are automatically downloaded to your device when you visit a website. We may collect information by cookies about your device including the IP address, operating system, and browser type. This helps us to provide you with a good experience when you browse our website(s) and also allows us to improve our website(s). For detailed information on the cookies we use and the purposes for which we use them, please see our Cookies policy.

Your Rights as Data Subjects

You have rights regarding your personal data. Your rights include the right to access, to be informed, to rectify, to delete, to restrict or to object to our use of it. We kindly request you to advise us if the information we hold about you is no longer accurate. We may need extra information from you to deal with any request.

If you do not want us to process your data, then we may not be able to facilitate your interest in our business.

If we are unable to fulfil a request from you to exercise one of the above rights, we will contact you to explain the reason for our refusal. If you wish to exercise your rights or have concerns about the way we collect and process your personal data please contact us at: dp@mgroupservices.com.

In the event that you have cause for complaint please contact us and we will follow up with you to resolve this. If you are not satisfied with the way we have handled your data protection complaint you may refer your complaint to the UK data protection supervisory authority at:

Information Commissioner's Office
Wycliffe House,
Water Lane,
Wilmslow,
SK9 5AF
Website: www.ico.org.uk

Changes to this Notice

We may update this Notice from time to time to ensure it continues to reflect the way we collect and use your personal data and such changes will become effective as soon as they

are published on the website(s). You should therefore periodically review this notice to ensure you understand how we collect and use your personal data.