

## Privacy Notice

This is a privacy notice of Pronea Ltd. In this document, the words “we”, “our” or “us” refer to Pronea Ltd.

### **Our contact details**

Name: Pronea Ltd

Address: Sovereign Court – 230 Upper Fifth Street – Milton Keynes – MK9 2HR

Phone Number: +44(0)1908 538177

E-mail: [info@pronea.co.uk](mailto:info@pronea.co.uk)

### **What type of information we have**

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (e.g. name and contact details such as email address, phone number, role in your business etc. )
- Other information that we set out in our Terms of Business letter if we provide you with our services

### **How we get the information and why we have it**

We collect your information if sent from you by:

- Completing the contact form in our website
- Direct email to our email address (including any attachment containing such information)
- By post
- By telephone

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- To make an enquiry
- To contact us for any other reason

We also receive personal information indirectly, from the following sources in the following scenarios:

- By third parties (such as agents, advertisers, promoters or recruiters) via email or post

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

- (a) Your consent. You are able to remove your consent at any time. You can do this by contacting us at [info@pronea.co.uk](mailto:info@pronea.co.uk)
- (b) We have a contractual obligation.
- (c) We have a legal obligation.
- (d) We have a vital interest.
- (e) We need it to perform a public task.
- (f) We have a legitimate interest.

### **What we do with the information we have**

We use the information that you have given us in order to:

- Reply to your enquiry
- Verify your identity for security purposes
- Contact you following communication exchange
- Provide you with a quotation if requested
- Provide our services as set out in our Terms of Business letter

We may share this information with

- Legal, regulatory and statutory bodies in order to comply with requirements of the same

### **How we store your information**

Your information is securely stored electronically.

- If we are not providing you with our services, we keep any personal information received for 6 years. We will then destroy / permanently delete your information.
- If we are providing you with our services, after completing the work and having delivered / returned documentation to you, we will keep electronic copy of your file but we have the right to destroy it after such period as we consider reasonable.

#### **Use of cookies by our website**

Our website uses cookies. A cookie is a small text file that is downloaded onto your computer or smartphone when you access the website. It allows the website to recognise your device and store information about your preferences or past actions as a user for the purpose of providing you with a user friendly service and improving the website.

All of the data that are collected from the use of cookies is aggregated and anonymous, meaning that we do not keep records of individual names, addresses etc.

To find out more about cookies including how to manage your cookie settings, you can visit [www.allaboutcookies.org](http://www.allaboutcookies.org) . This link is provided for information and convenience only and Pronea Ltd does not have any control over its content. We therefore make neither any warranties nor any representations with regards to the information that appears on that link/website and to the suitability or quality of any of its products or services.

#### **Your data protection rights**

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your personal information.

**Your right to rectification** - You have the right to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your information in certain circumstances.

**Your right to object to processing** - You have the the right to object to the processing of your personal data in certain circumstances.

**Your right to data portability** - You have the right to ask that we transfer the information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at [info@pronea.co.uk](mailto:info@pronea.co.uk) if you wish to make a request.

#### **How to complain**

If you have any complaint then you should tell us by email at [info@pronea.co.uk](mailto:info@pronea.co.uk)

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

#### **Review and update**

We may review and update this privacy notice from time to time as required. Please contact us for any queries.