

## WEBSITE USER PRIVACY POLICY

This privacy policy applies to STAR INSTALLATIONS (CONTRACTOR) LIMITED's website at <https://www.starinstallation.co.uk/> (the "Website"). We at STAR INSTALLATIONS take your privacy seriously. This policy covers the collection, processing and other use of personal data under the Data Protection Act 1998 ("DPA") and the General Data Protection Regulations ("GDPR").

For the purpose of the DPA and GDPR we are the data controller and any enquiry regarding the collection or processing of your data should be addressed to Chris Harrison at [chris@starinstallations.co.uk](mailto:chris@starinstallations.co.uk) or by post at Unit B Progress Business Centre, Brookfield Drive, Cannock, WS11 0JR.

### Data protection principles

In relation to your personal or company data, we will:

- process it fairly, lawfully and in a clear, transparent way
- collect your data only for reasons that we find proper for the course of our dealings with you
- only use it in the way that we have told you about
- ensure it is correct and up to date
- keep your data for only as long as we need it
- Process it in a way that ensures it will not be used for anything that you are not aware of or have not consented to, lost or destroyed.

### Types of data we process

This privacy policy only applies to users of Our website [www.starinstallations.co.uk](http://www.starinstallations.co.uk). By using Our website, you consent to this policy. In general, you may visit our site without telling us who you are or revealing any personal or identifiable information about you. You should be aware that our servers collect the domain names, operating system in use (e.g., Mackintosh, Windows) and browser (e.g., Netscape, Internet Explorer). This information is aggregated to measure the number of visits, average time spent on the site, pages viewed etc. The only data that is collected by Star Installations is via Cookies and relates to IP addresses.

### How we collect your data

The data collected is via the Cookies that are in place on the website. For more information on the Cookies please request a copy of our Cookies Policy. Where cookies are used on the site, the practice is for technical purposes only i.e., cookies are not used for marketing purposes.

### Information we collect and why we process your data

The law on data protection allows us to process your data for certain reasons only:

- to perform the contract that we are party to
- to carry out legally required duties
- for us to carry out our legitimate interests
- to protect your interests and
- where something is done in the public interest
- where we have obtained your consent.

We do not ordinarily collect personal data on this Website, only if it is directly provided to us by you, the user, e.g., your e-mail address, name, home or work address and telephone number, and therefore has been provided by you with your consent. All the processing carried out by us falls into one of the permitted reasons.

We may use the personal information you provide for any of the following purposes: (1) to understand the use of our Site and make improvements; (2) to respond to specific request from visitors; (3) to obtain parental consent from visitors under 18 years of age, where necessary; (4) to provide any necessary notices to our visitors or their parent or legal guardians, where necessary; (5) to protect the security or integrity of our Site when necessary.

These solicitations may take the form of mailings or other couriers, telephone calls, e-mail solicitations and other methods of contact. If you do not want to receive these solicitations from us using your personally identifiable information, please notify us.

Personal information is any information that can be used to identify a living person. For example, email addresses and website user stats. We also use analytical and statistical tools that monitor details of your visits to our website and the resources that you access, including, but not limited to, traffic data, location data, weblogs and other communication data (but this data will not identify you personally). This monitoring is carried out through Google Analytics and they are a Data Processor. For more information on Google's Privacy Policy please go to [Privacy Policy – Privacy & Terms – Google](#).

By clicking accept when entering our Website, you are agreeing to the use of the Cookies that are used as described above.

### **Special categories of data**

Special categories of data are data relating to your Health, sex life, sexual orientation, Race, ethnic origin, political opinion, Religion, trade union membership, genetic and biometric data. If you are making a general enquiry, we will not ask you to provide and special category data as we do not need to have this information.

### **Use of your information**

We may hold and process personal data that you provide to us in accordance with the DPA and GDPR. The information that we collect and store relating to you is primarily used to enable us to provide our services to you.

We will only use your data for these purposes. You can tell us at any time if you would like us to delete the data and we will do so.

### **Disclosure of your information**

We may disclose your information to regulatory bodies to enable us to comply with the law and to assist fraud protection and minimise credit risk. Where you have consented for us to do so, we may provide your data to selected third parties who may contact you about their goods or services that you may be interested in. If you do not want us to provide your data for our or third parties' use, you must inform us of this by writing to us at Unit B Progress Business Centre, Brookfield Drive, Cannock, WS11 0JR, or sending us an email to [chris@starinstallations.co.uk](mailto:chris@starinstallations.co.uk) at any time.

### **Where we store and transfer your data**

As part of the services offered to you, for example through our Website, the information you provide to us may be transferred to and stored in countries outside of the European Economic Area (EEA) as we use remote website server hosts to provide the website and some aspects of our service, which may be based outside of the EEA, or use servers based outside of the EEA – this is generally the nature of data stored in “the Cloud”. It may also be processed by staff operating outside the EEA who work for one of our suppliers, e.g., our website server host, or work for us when temporarily outside of the EEA.

A transfer of your personal data may happen if any of our servers are located in a country outside of the EEA or one of our service providers is located in a country outside of the EEA. If we transfer or store your personal data outside the EEA in this way, we will take steps with the aim of ensuring that your privacy rights continue to be protected, as outlined in this privacy policy and in accordance with the DPA and GDPR. If you use our service while *you* are outside the EEA, your personal data may be transferred outside the EEA in order to provide you with these services.

We may disclose your personal data outside of our group: (a) in the event that we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets; and (b) if Star Installation's business is bought by a third party, in which case personal data held by it about its customers will be one of the assets to transfer to the buyer. However, any such transfer will only

be on terms that the confidentiality of your personal data is protected and that the terms of this privacy policy will continue to be complied with by the recipient.

Otherwise, we will process, disclose or share your personal data only if required to do so by law or in the good faith belief that such action is necessary to comply with legal requirements or legal process served on us or the website.

You have the right to opt out of our processing your personal data for marketing purposes by contacting us at [chris@starinstallations.co.uk](mailto:chris@starinstallations.co.uk).

### **Security of your data**

The transmission of information via the Internet or email is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of data while you are transmitting it to our site; any such transmission is at your own risk. Once we have received your personal data, we will use strict procedures and security features to try to prevent unauthorised access where these are possible.

### **How long we keep your data for**

In line with data protection principles, we only keep your data for as long as we need it for or how long you permit us to have it.

### **Third party links**

You might find links to third party websites on our website. These websites should have their own privacy policies, which you should check. We do not accept any responsibility or liability for their policies whatsoever as we have no control over them. If you click on one of the links any liabilities from that point will be the responsibility of the third party.

### **Use of Cookies**

We use cookies to gather information about your computer for our services and to provide statistical information regarding the use of our Website. For more information about the Cookies we use, please ask for a copy of our Cookies policy.

### **Your rights**

#### **Your rights in relation to your data**

The law on data protection gives you certain rights in relation to the data we hold on you. These are:

- the right to be informed. This means that we must tell you how we use your data, and this is the purpose of this privacy notice
- the right of access. You have the right to access the data that we hold on you. To do so, you should make a subject access request. You can read more about this in our subject access request policy which is available from the Data Protection Officer.
- the right for any inaccuracies to be corrected. If any data that we hold about you is incomplete or inaccurate, you are able to require us to correct it
- the right to have information deleted. If you would like us to stop processing your data, you have the right to ask us to delete it from our systems where you believe there is no reason for us to continue processing it
- the right to restrict the processing of the data. For example, if you believe the data, we hold is incorrect, we will stop processing the data (whilst still holding it) until we have ensured that the data is correct
- the right to portability. You may transfer the data that we hold on you for your own purposes
- the right to object to the inclusion of any information. You have the right to object to the way we use your data where we are using it for our legitimate interests
- the right to regulate any automated decision-making and profiling of personal data. You have a right not to be subject to automated decision making in way that adversely affects your legal rights.

Where you have provided consent to our use of your data, you also have the unrestricted right to withdraw that consent at any time. Withdrawing your consent means that we will stop processing the data that you had previously given us consent to use. There will be no consequences for withdrawing your consent. However, in some cases, we may continue to use the data where so permitted by having a legitimate reason for doing so.

If you wish to exercise any of the rights explained above, please contact Chris Harrison on [chris@starinstallations.co.uk](mailto:chris@starinstallations.co.uk).

#### **Making a complaint**

The supervisory authority in the UK for data protection matters is the Information Commissioner's Office (ICO). If you think your data protection rights have been breached in any way by us, you are able to make a complaint to the ICO.

#### **Changes to this privacy notice**

We may update this policy to reflect changes to the website and customer feedback. Please regularly review this policy to be informed of how we are protecting your personal data.

We welcome any queries, comments or requests you may have regarding this Privacy Policy. Please do not hesitate to contact us at Unit B Progress Business Centre, Brookfield Drive, Cannock, WS11 0JR or be emailing [chris@starinstallations.co.uk](mailto:chris@starinstallations.co.uk).

**Version number: [14.03.2022]**

**Review Date: 3 years from publication or sooner if legislation changes.**

**Person responsible: CHRIS HARRISON**