

# [Privacy Notice

Baloo Hire Centre is committed to ensuring that your privacy is protected. This statement (together with our General Terms and Conditions) sets out the basis on which any personal data we collect from and about you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.

## What data do we collect and process?

We will collect and process the following data about you:

- Information you give us

This is information about you that you give us by corresponding with us by phone, e-mail or otherwise. It includes the information you supply us with when you engage in activities in relation to the hiring or purchase of Baloo Hire products .

The information you give us may include, but is not limited to, your name, address, e-mail address, phone number, financial and credit card information, photograph.

- Information we collect about you

We collect information about you when you visit our website, receive newsletters and email updates; apply for employment with us; attend one of our events/conferences; and engage in business dealings with us. You are not obliged to provide us with your personal information. However, if you do not, we might not be able to carry out the services you have requested of us.

## Why do we process your data?

We process your data in order to comply with legal obligations to which we are subject, to perform the services you have requested of us or to take

We may collect, hold, use and disclose the information collected to:

- manage systems administration;
- attend to compliance issues;
- determine suitability for employment and
- comply with legal obligations we might be subject to (such as anti-money laundering);
- to notify you of changes to our services;
- to allow you to participate in events organised by us or our partner
- to allow you to participate in eLearning training
- to provide reports and statistics to your employer who have engaged our eLearning training
- for other marketing purposes

We will not use or disclose your personal information for any other purpose which is not related (or in the case of sensitive information, directly related) to the above purposes without your consent, unless otherwise authorised, required or permitted under the laws of United Kingdom and Ireland.

## Who will we share your data with?

We may disclose your personal information on a confidential basis to external service providers so that they can provide services such as financial or administrative services in connection with the operation of our business; and to any person (where necessary) in connection with their services, such as, but not limited to, law enforcement, regulatory authorities, partners or advisors.

If we engage external service providers, we will take reasonable steps to ensure those entities comply with their obligations under GDPR when they handle your personal information. We will also ensure external service providers are only authorised to use personal information for the limited purposes specified in our agreement with them.

We may disclose your data 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.

We may disclose or share your data in order to comply with any legal obligation or in order to enforce or apply our General Terms and Conditions. Our agents, contractors or partners are restricted from using your data in any way other than to provide services for Baloo Hire Centre, or services for the collaboration in which they and Baloo Hire Centre are engaged.

Baloo Hire Centre requires that all such agents, contractors or partners enter into contractual guarantees to observe security and privacy obligations as least as stringent as those set forth in this privacy statement.

### **Data security**

We take our data security responsibilities seriously, employing the most appropriate physical and technical measures, including staff training and awareness. We review our data security measures and procedures regularly. Unfortunately, the transmission of information by means of the internet, including through e-mail, is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to or from us by means of e-mail and any such transmission is at your own risk.

### **Data retention**

It is our aim to only hold your data for as long as this is necessary. Unless otherwise required under applicable law, we store your data for as long as we provide services to you and for a period of no less than six years beginning on the date we receive your data.

### **Marketing**

We may contact you by mail, email and telephone about our services and other events involving or relating to Baloo Hire Centre which may be of interest to you. You have the right to ask us to stop processing your personal data for direct marketing purposes. If you wish to exercise this right, please send us an email to [Belfast@balloohire.com](mailto:Belfast@balloohire.com) with a header that says "Unsubscribe".

### **Where we store your information**

We might store your information in different places. Physical files are stored in our office. Electronic files are stored on our secure servers and in the cloud. We may transfer your data to, and store it at, a destination outside of the European Economic Area. Whenever we transfer your data in such a way, we will ensure appropriate safeguards are in place. You may contact us via e-mail, letter or telephone in case you wish to find out more or to obtain a copy of the appropriate safeguards.

### **Your rights**

You have the right to request that we:

- inform you whether we process your data, provide you with details relating to our processing, and with a copy of your data;
- rectify any inaccurate data we might have about you without undue delay;
- complete any incomplete information about you;
- erase your personal data without undue delay,
- are restricted from processing your data;
- furnish you with the personal data which you provided to us in a structured, commonly used and machine-readable format

Where we process your data solely on the basis of your consent, you are entitled to withdraw your consent at any time.

This will not affect the lawfulness of our processing before the withdrawal. You also have the right to lodge a complaint with the Data Protection Commissioner at any time.

The exercise of your rights might be subject to certain conditions prescribed by law and we might require further information from you before we can respond to your request.

You may exercise your rights by contacting us at the addresses or e-mail address at the end of the privacy notice.

### **Correction requests**

We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate or out of date.

### **Cookies**

This website and learning management system uses Google Analytics, a web analytics service provided by Google, Inc. Google Analytics sets a cookie in order to evaluate your use of this website and compile reports for us on activity on the website. Google stores the information collected by the cookie on servers in the United States. Google may also transfer this information to third parties where required to do so by law, or where such third parties process the information on Google's behalf. Google will not associate your IP address with any other data held by Google.

By using this website and learning management system, you consent to the processing of data about you by Google in the manner and for the purposes set out above.

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to track visitor use of the website and to compile statistical reports on website activity.

For further information visit [www.aboutcookies.org](http://www.aboutcookies.org) or [www.allaboutcookies.org](http://www.allaboutcookies.org).

You can set your browser not to accept cookies and the above websites tell you how to remove cookies from your browser.

However, in a few cases some of our website and learning management system features may not function as a result.

### **Other websites**

Our website may contain links to other sites. This privacy policy only applies to this website and learning management system so when you link to other websites you should read their own privacy policy.

### Changes to statement

We may update this privacy statement from time to time and will publish such updated version on our website and learning management system, as appropriate.



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