

KINGDOM SERVICES GROUP PRIVACY NOTICE

Introduction

The UK General Data Protection Regulation (UK GDPR), in conjunction with the Data Protection Act 2018, seeks to protect and enhance the rights of data subjects. These rights cover the safeguarding of personal data, protection against the unlawful processing of personal data and the unrestricted movement of personal data within the EU.

This privacy notice is to help you understand what Kingdom Services Group Ltd do with your personal information when you interact with us and use our services, including this website.

Who we are

Kingdom Services Group Ltd is the parent company of several organisations:

- Kingdom Cleaning LTD
- Kingdom Systems LTD
- Kingdom Recruitment LTD
- Kingdom Technology LTD
- Kingdom LA Support LTD
- Kingdom Healthcare LTD
- Kingdom Medical LTD
- Skill Centre LTD

This is a group privacy notice and applies to all websites within the Kingdom Services Group family:

- kingdom.co.uk
- kingdomhygiene.co.uk
- kingdomrecruitment.co.uk
- kingdom-healthcare.co.uk

Controller Contact Information

We can be contacted by post, email and telephone using the below details:

Postal:

Kingdom Services Group Ltd
1 Woodlands Business Park
Ashton Road
Newton-le-Willows
Merseyside
WA12 0HF

Email:

info@kingdom.co.uk

Telephone:

0845 051 7700

Group Level Data Protection Officer's contact details

Our Data Protection Officer is Chloe Flaherty. You can contact her at dataprotectionofficer@kingdom.co.uk or via the postal address detailed above. Please make sure to mark the envelope "FAO Data Protection Officer".

Your data protection rights

As a data subject you have the following rights regarding your personal data. The rights available to you will depend on our reason for processing your personal data:

1. Right to be Informed
 - a. You can ask for information on how your information is collected and used.
2. Right of Access
 - a. You have the right to ask us for copies of your personal information. This right always applies. There are some exemptions, which means you may not always receive all the information we process
3. Right to Rectification

- a. 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.
4. Right to Erasure
 - a. You have the right to ask us to erase your personal information in certain circumstances.
5. Right to Restriction of Processing
 - a. You have the right to ask us to restrict the processing of your information in certain circumstances.
6. Right to Object to Processing
 - a. You have the right to object to processing if we are able to process your information because the process forms part of our public tasks or is in our legitimate interests.
7. Right to Data Portability
 - a. This only applies to information you have given us. You have the right to ask that we transfer the information you gave us from one organisation to another or give it to you. The right only applies if we are processing information based on your consent or under, or in talks about entering into a contract and the processing is automated.
8. Rights in relation to automated decision making and profiling
 - a. You have the right to not be subject to a decision based solely on automated processing. Processing is “automated” where it is carried out without human intervention and where it produces legal effects or significantly affects you.

How do we obtain your Personal Data?

Depending on how you have interacted with us, you may have provided your personal data to us for the following reasons:

- You are currently using one or more of our services: Security, Facilities Management, Environmental Enforcement, Training, Technology or systems.
- You are actively looking to engage one of the above services and are seeking a quotation from our Sales Dept.
- You have an information request regarding our Kingdom Services Group or one of its companies.
- You have attended an event hosted / organised by Kingdom Services Group or one of its companies.
- You are looking for employment opportunities within Kingdom Services Group or one of its companies.
- You have subscribed to a mailing list / newsletter / marketing from Kingdom Services Group or one of its companies.
- You have made a complaint regarding Kingdom Services Group or one of its companies.

How do we use your Personal Data?

In order to offer our services, we need to collect personal data from visitors to our website, offices, customers, potential customers and those who directly contact us. We are committed to only collecting and processing the information needed so that it can provide you with the services you are looking for.

Depending on how you have interacted with us, we may use your personal data for the following reasons:

Activity	Data Collected	Use
Using our services	Name, company name, geographic location, email address, telephone number, business sector, bank account details.	We use the information you provide us to make telephone contact / email to ensure you are receiving your contracted services at the high standard we expect. It will also be used to create invoices or notes of any transactions relating to the agreed service/sale. Any information Kingdom Services Group Ltd holds about you and your business encompasses all the details we hold about you and any sales transactions or sales/service enquiry or contract agreement, including any third-party information we have obtained about you from public sources and our own suppliers such as credit referencing agencies.
Looking to engage our services	Name, company name, geographic location, email address, telephone number, business sector.	In you making initial contact you consent to Kingdom Services Group Ltd maintaining a marketing dialogue with you until you either opt out (which you can do at any stage) or we decide to desist in promoting our services. We use the information you provide to form quotations, make telephone contact and to email you in relation to the supply of goods or services both within and without contract. Any information Kingdom Services Group Ltd holds about you and your business encompasses all the details we hold about you and any sales transactions or sales/service enquiry or contract agreement, including any third-party information we have obtained about you from public sources and our own suppliers such as credit referencing agencies.
Information Requests	Name, company name, geographic location, email address, telephone number, business sector. Personal contact information as provided through website forms.	Some personal data may be collected about you from the forms and surveys you complete, from records of our correspondence and phone calls and details of your visits to our website, including but not limited to personally identifying information like Internet Protocol (IP) addresses; names; emails; telephone numbers and addresses.
Event Attendance	Name, company name, geographic location, email	Some personal data may be collected about you from the forms and surveys you complete, from records of our correspondence and phone calls and details of your visits to our website,

	address, telephone number, business sector. Personal contact information as provided through website forms	including but not limited to personally identifying information like Internet Protocol (IP) addresses; names; emails; telephone numbers and addresses.
Looking for employment	Name, company name, geographic location, email address, telephone number, business sector.	Some personal data may be collected about you from the forms and surveys you complete, from records of our correspondence and phone calls and details of your visits to our website, including but not limited to personally identifying information like Internet Protocol (IP) addresses; names; emails; telephone numbers and addresses.
Mailing List / Newsletter subscription / Marketing	Name, company name, geographic location, email address, telephone number, business sector.	In you making initial contact you consent to Kingdom Services Group Ltd maintaining a marketing dialogue with you until you either opt out (which you can do at any stage) or we decide to desist in promoting our services. Some personal data may be collected about you from the forms and surveys you complete, from records of our correspondence and phone calls and details of your visits to our website, including but not limited to personally identifying information like Internet Protocol (IP) addresses; names; emails; telephone numbers and addresses.
Complaint	Personal contact information as provided through website forms	Some personal data may be collected about you from the forms and surveys you complete, from records of our correspondence and phone calls and details of your visits to our website, including but not limited to personally identifying information like Internet Protocol (IP) addresses; names; emails; telephone numbers and addresses.

Our lawful basis for processing your Personal Data

UK GDPR requires we have a lawful basis to process, including retaining, your personal data. Depending on how you have interacted with us, we have the following lawful bases to process and retain:

Activity	Use	Retention Period
Using our services	Contract – we have a contract with an individual / organisation to provide you with services. The data we process is necessary in order to provide you with these services.	Financial – 7 years after the last financial transaction date (includes suppliers and customers within or without contract) Environmental Enforcement Fixed Penalty Back Office System – 7 years or to the end of the

		<p>contract at which point returned to Data Controller</p> <p>Personal Information processed as part of a contract on behalf of the Data Controller – for the length of the contract, then returned to the Data Controller</p>
Looking to engage our services	Contract – while we may not have a contract with you yet, if you have asked us to provide a quotation or information, we can process your data in order in order to comply with your request.	Marketing or Potential customer/supplier (with no transaction) – 2 years
Information Requests	Consent – In providing your details you are consenting to us using your information to provide the relevant dept with the necessary information to handle your request. You may withdraw your consent at any time, but this may affect our ability to fulfil your request.	2 years if no other reason to interact with data subject
Event Attendance	Consent – In providing your details you are consenting to us using your information to provide you with the details necessary to attend the event. You may withdraw your consent at any time, but this may affect our ability to contact you regarding the event.	<p>Marketing or Potential customer/supplier (with no transaction) – 2 years</p> <p>Financial – 7 years after the last financial transaction date (includes suppliers and customers within or without contract)</p>
Looking for employment	Consent – In providing your details you are consenting to us using your information to find suitable vacancies in your area that match your skills. You may withdraw your consent at any time, but this may affect our ability to offer you employment.	Recruitment application (but not commenced employment) – 6 months
Mailing List / Newsletter subscription / Marketing	Legitimate Interest – we will offer you content we believe is in line with the theme of your organisation and/ or website that you would want to publish, this is why we need to process your data. Our legitimate interest in processing your data does not overwrite your data protection interests or fundamental rights and freedoms and you may object to this processing at any time.	Marketing or Potential customer/supplier (with no transaction) – 2 years

Complaint	Consent – In providing your details you are consenting to us using your information to investigate and resolve your complaint. You may withdraw your consent at any time, but this may affect our ability to close your complaint.	2 years if no other reason to interact with data subject
-----------	--	--

Sharing your Personal Data

We will not share your information with any third parties for the purposes of direct marketing.

Data Processors working on our behalf are under contract with us. They may not use your information for any other purpose than stated by Kingdom Services Group Ltd. They will hold it securely and retain it for the period we have instructed them to do so.

Kingdom Services Group Ltd do not broker or pass on information gained from your engagement with the agency without your consent. However, Kingdom Services Group Ltd may disclose your Personal Information to meet legal obligations, regulations or valid governmental request. The agency may also enforce its Terms and Conditions, including investigating potential violations of its Terms and Conditions to detect, prevent or mitigate fraud or security or technical issues; or to protect against imminent harm to the rights, property or safety of Kingdom Services Group Ltd its clients and/or the wider community.

Kingdom Services Group Ltd also acts on behalf of its clients in the capacity of data processor. When working exclusively as a data processor, Kingdom Services Group Ltd will be acting on the instruction of its client and will work hard to ensure that the client is fully GDPR compliant.

Other websites

Where we have provided links to other websites, please note this privacy notice only applies to our own websites.

Cookies

Kingdom Services Group Ltd websites use cookies, which is a string of information that a website stores on a visitor's computer, and that the visitor's browser provides to the website each time the visitor returns. www.kingdom.co.uk uses cookies to help Kingdom Services Group Ltd identify and track visitors and their website access preferences. Kingdom Services Group Ltd website visitors who do not wish to have cookies placed on their computers should set their browsers to refuse cookies before using Kingdom Services Group Ltd website. For further information on the cookie sin uses, please see our cookie policy.

Data storage

Data is held in the United Kingdom using different (multiple) servers. Kingdom Services Group Ltd does not store personal data outside the EEA.

In the event that Kingdom Services Group Ltd refuses your request under rights of access, we will provide you with a reason as to why, which you have the right to legally challenge.

Kingdom Services Group Ltd at your request can confirm what information it holds about you and how it is processed

How to access what personal data is held

Kingdom Services Group Ltd are happy to deal with requests for copies of personal data.

However, it may be necessary to confirm the identity of the requester before information can be released. On these occasions we will accept the following forms of ID: a copy of your national ID card, driving license, passport, birth certificate and a utility bill not older than three months. A minimum of one piece of photographic ID listed above and a supporting document is required. If Kingdom Services Group Ltd is dissatisfied with the quality, further information may be sought before personal data can be released.

All requests should be made to dataprotectionofficer@kingdom.co.uk or by writing to us at the address further below.

Complaints

In the event that you wish to make a complaint about how your personal data is being processed by Kingdom Services Group Ltd or its partners, you have the right to complain to our Data Protection Officer using the details above. If you do not get a response within 30 days you can complain to the Data Protection Regulator.

The details for each of these contacts are:

Kingdom Services Group Ltd
Woodlands Business Park
1 Ashton Road
Newton-le-Willows
Merseyside
WA12 0HF
Telephone 0845 051 7700

Data Protection Regulator

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5A