

## **GDPR**

### **Data Protection Policy 2018**

### **Cookie Policy 2018**

**ICO Registration Number: Application Number at present A8372110**

North Hampshire Services Ltd is a company that gathers and uses certain information; this can include North Hampshire Services Limited customers, suppliers, customer enquiries and anyone else who may be in contact with North Hampshire Services Limited. This policy is in place to assist North Hampshire Services Limited in being compliant with The General Data Protection Regulation (GDPR). Therefore, ensuring all data collected is handled and stored to meet the GDPR standards.

#### **What is GDPR?**

The EU General Data Protection Regulation (GDPR) replaces the Data Protection Directive 1995, and is created to make data privacy laws consistent throughout Europe. The aim of GDPR is to protect all EU citizens from data breaches. GDPR's key points are relevant to how data is obtained, stored, handled, the rights for the data subjects, how their data is being processed and where it is stored.

#### **Why the policy is in place**

This GDPR policy is in place to protect North Hampshire Services Limited and to ensure that:

- North Hampshire Services Limited protects the rights of customers, suppliers, and anyone else who may be in contact with North Hampshire Services Limited.
- North Hampshire Services Limited identifies and ensures the process of obtaining, handling, storing and using data is done correctly.
- North Hampshire Services Limited complies with the law including GDPR and the Customer data protection.
- North Hampshire Services Limited protects itself from the risks of any data breaches.

North Hampshire Services Limited aims to ensure that all individuals are made aware that North Hampshire Services Limited are compliant with GDPR. This will be done through updating the Privacy Policy as and when required.

#### **How North Hampshire Services Limited obtains data**

- When someone becomes a customer of North Hampshire Services Limited.
- When someone enquires about the services of North Hampshire Services Limited.
- When someone passes their business card at a business event.
- When a phone call is received

## **How North Hampshire Services Limited stores the data that is collected:**

North Hampshire Services Limited stores customer data within a computer database that is fully password protected.

It is the policy of North Hampshire Services Limited to store as little paper documentation as possible. Where paper copies are kept once completed with are destroyed by shredding.

## **How and Why does North Hampshire Services Limited contact you**

As a customer we will contact you by either post, e-mail or phone on if necessary, which may be about your account, appointments, invoicing and annual reminder letter. We take your privacy very seriously and you can UNSUBSCRIBE at every point of contact. You can also write to us through the postal system to be removed from our system.

## **Other Websites**

Our website contains links to other websites. This privacy policy only applies to this website so when you link to other websites you should read their own privacy policies.

## **Changes to our privacy policy**

We keep our privacy policy under regular review and we will place any updates on this web page. We will never sell your information.

## **Cookie Policy**

Through the use of cookies, North Hampshire Services Limited can provide the users of this website with more user-friendly services that would not be possible without the cookie setting. The internet pages of North Hampshire Services Limited uses cookies. Cookies are text files that are stored in a computer system via an internal browser.

Many internet sites and servers use cookies. Many cookies contain a cookie ID. A cookie ID is a unique identifier of the cookie. It consists of a character string which internet pages and servers can be assigned to the specific internet browser, where the cookie was stored. This allows visited internet sites and servers to differentiate the individual browser from other Internet browsers that contain other cookies. A specific Internet browser can be recognised and identified using the unique cookie ID.

Another example is the cookie of a shopping cart or online shop. The online store remembers the articles that a customer has placed in the virtual shopping cart via a cookie.

You, the viewer/visitor may, at any time, prevent the setting of cookies through our website by means of a corresponding setting of the Internet browser used, and may thus permanently deny the setting of cookies. Furthermore, already set cookies may be deleted at any time via an Internet browser or other software programs. This is possible in all popular Internet browsers. If the data subject deactivates the setting of cookies in the Internet browser used, not all functions of our website may be entirely usable.

### **Google Analytics Cookies:**

Google Analytics collects first-party cookies, data related to the device/browser, IP address and on-site/app activities to measure and report statistics about user interactions on the website and/or apps that use Google Analytics.

Google Analytics uses IP addresses to derive the geolocation of a visitor, the browser type, referral source, length of visit and page views. Google Analytics uses only a portion of an IP address collected, rather than the entire address.

Where we use Google Analytics Advertising Features, Google advertising cookies are collected and used to enable features like Remarketing on the Google Display Network.

Google Analytics is unable to identify a personal profile; by visiting our website, Google Analytics cannot tell us who you are.

### **Contact details**

This website is owned and managed by North Hampshire Services Limited

The Privacy Policy and Cookie Policy refers to North Hampshire Services Limited.

**Registered Address:** 125 High Street, Odiham, Hook, Hampshire, RG29 1LA

**Registered Company Number:** 09134160

**VAT Number:** 100425284

**Contact Number:** 01256 474434

**Contact e-mail:** northhampshireservices@yahoo.co.uk