



KIDBROOK

PRIVACY POLICY

INTRODUCTION

This document refers to personal data, which is defined as information concerning any living person (a natural person who hereafter will be called the Data Subject) that is not already in the public domain.

The General Data Protection Regulation (GDPR) 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. It should be noted that GDPR does not apply to information already in the public domain.

Kidbrook Homes is pleased to provide the following Privacy Notice:

PERSONAL DATA

Kidbrook uses the information collected from you to provide quotations, make telephone contact and to email you marketing information which Kidbrook believes may be of interest to you and your business. In you making initial contact you consent to Kidbrook 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. Kidbrook also acts on behalf of its clients in the capacity of data processor. When working exclusively as a data processor, Kidbrook will be acting on the instruction of its client, and will work hard to ensure that the client is fully GDPR compliant.

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. Kidbrook may from time to time use such information to identify its visitors. Kidbrook may also collect statistics about the behavior of visitors to its website.

Kidbrook's website uses 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. Kidbrook website visitors who do not wish to have cookies placed on their computers should set their browsers to refuse cookies before using Kidbrook's website. Any information Kidbrook holds about you and your business encompasses all the details we hold about you and any sales transactions including any third-party information we have obtained about you from public sources.

Kidbrook will only collect the information needed so that it can provide you with services. Kidbrook does not sell or broker your data.

LEGAL BASIS FOR PROCESSING ANY PERSONAL DATA

To meet Kidbrook's contractual obligations to clients and to also respond to marketing enquiries.

LEGITIMATE INTERESTS PURSUED BY KIDBROOK

To promote the services offered by Kidbrook and/or to market the services and/or products offered by Kidbrook.

CONSENT

Through agreeing to this privacy notice you are consenting to Kidbrook processing your personal data for the purposes outlined. You can withdraw consent at any time by emailing info@kidbrook.co.uk or writing to us. See last section for full contact details.

DISCLOSURE

Kidbrook do not broker or pass on information gained from your engagement with it without your consent. However, Kidbrook may disclose your Personal Information to meet legal obligations, regulations or valid governmental request. Kidbrook 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 Kidbrook, its clients and customers and/or the wider community.

RETENTION POLICY

Kidbrook will process personal data during the duration of any contract and will continue to store only the personal data needed for five years after the contract has expired to meet any legal obligations. After five years any personal data not needed will be deleted.

DATA STORAGE

Kidbrook uses Microsoft's Office 365 cloud technology as well as cloud based technology from other IT Service suppliers for email, accounting and other data storage services. Additionally we store data on our own premises and in a secure shared backup facility in the UK. Whilst Microsoft has server centres around the world, our Office 365 data is normally held and processed in the UK. However it is possible, particularly during service outages in the UK, that Microsoft may choose to process data in data centres outside the UK. As such Data may be held at least temporarily in other EEA countries and/or the USA using different (multiple) servers. The same is true of the other cloud based services we use. Where data may be held in the USA, to satisfy the requirements relating to the transfer of data from the EEA to the US, we ensure that our service providers have agreements.

YOUR RIGHTS AS A DATA SUBJECT

At any point whilst Kidbrook is in possession of or processing your personal data, all data subjects have the following rights:

- Right of access – you have the right to request a copy of the information that we hold about you.
- Right of rectification – you have a right to correct data that we hold about you that is inaccurate or incomplete.
- Right to be removed – in certain circumstances you can ask for the data we hold about you to be erased from our records.

YOU CAN REQUEST THE FOLLOWING INFORMATION:

- Identity of and contact details for the person or organisation that has determined how and why to process your data.
- Contact details of the data protection officer, where applicable.
- The purpose of the processing as well as the legal basis for processing.
- If the processing is based on the legitimate interests of Kidbrook or a third party such as one of its clients, information about those interests.
- The categories of personal data collected, stored and processed.
- Recipient(s) or categories of recipients that the data is/will be disclosed to.
- How long the data will be stored.
- Details of your rights to correct, erase, restrict or object to such processing.
- Information about your right to withdraw consent at any time.
- How to lodge a complaint with the supervisory authority (Data Protection Regulator).
- Whether the provision of personal data is a statutory or contractual requirement, or a requirement necessary to enter into a contract, as well as whether you are obliged to provide the personal data and the possible consequences of failing to provide such data.
- The source of personal data if it wasn't collected directly from you.
- Any details and information of automated decision making, such as profiling, and any meaningful information about the logic involved, as well as the significance and expected consequences of such processing.

TO ACCESS WHAT PERSONAL DATA IS HELD, IDENTIFICATION WILL BE REQUIRED

Kidbrook will accept the following forms of ID when information on your personal data is requested: 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 Kidbrook is dissatisfied with the quality, further information may be sought before personal data can be released.

All requests should be made to info@kidbrook.co.uk or by phoning +441483 923693 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 Kidbrook or its partners, you have the right to complain to Kidbrook's Managing Director. 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:

Kidbrook Homes Limited for the attention of the Managing Director
Suite A, Frensham House, Farnham Business Park, Weydon Lane, Farnham
Surrey GU9 8QT.
Telephone +441483 923693 or email info@kidbrook.co.uk