

Customer Privacy Notice

At Nviro, we are committed to looking after and safeguarding our people, clients, and customers' personal information. Looking after the Personal Data you share with us is hugely important to us. We want you to be confident that your data is safe and secure with us and understand how we use it and who we share it with, as well as your Privacy rights.

The General Data Protection Regulations (GDPR) guide companies on how to communicate with their clients, customers, and contacts about the data they hold and how it is used.

What do you need to know?

What is a Data Controller?

A data controller is an organisation which determines the purposes for which, and the manner in which, any personal data is processed.

Nviro Limited, is responsible for the personal data that we collect from you, and we are considered the 'data controller'. When we say 'Nviro, 'us', 'our' or 'we', this is who we are referring to.

Please see the 'Contact Us' section for our contact details.

What is Personal Data?

Personal Data is the term we use to describe your personal information. Personal Data is information that can identify an individual. This Privacy Policy covers all personal data about you that is collected and used by us.

Personal Data does not include information relating to Companies or Public Authorities.

How do we collect Personal Data from you?

We collect and use Personal Data about you throughout the duration of the relationship with Nviro and yourselves.

We collect this information in a variety of ways. For example, data is collected through letters, meetings, forms completed by you such as those through marketing outreach and from correspondence with you.

The Personal Data We Hold About You

We collect, store and use the following categories of personal information about you:

- Contact details, such as name and title.
- Business details including address, telephone numbers, job title and email addresses.
- Electronic and hard copy correspondence.
- Video and recordings of virtual meetings (where you have given consent).

We do not collect any 'special categories' of personal data from our customers such as racial or ethnic group, religious beliefs or political opinions.

Nviro Limited Board Approved. Policy last reviewed October 2021 (reviewed on an annual basis).

How do we use the Personal Data we collect from you?

We need to process data to contact and enter into a contract with you and to meet our obligations under your contract. For example, we need to process your data to invoice you in accordance with the contract or contact you in accordance with our service provision.

In some cases, we need to process data to ensure that we are complying with our legal obligations. For example, we are required to comply with health and safety laws on client sites.

Where we rely on legitimate interests as a reason for processing data, we have considered whether or not those interests are overridden by the rights and freedoms of our customers and clients and have concluded that they are not.

Do we share your Personal Data?

We may share your Personal Data internally, including with members of the Service team, and senior managers in the business, if access to the data is necessary for performance of their roles. Your information may also be shared with our IT support if necessary.

We will not transfer your data to countries outside the European Economic Area.

Where is your data stored?

Data is stored in a range of different places, including in our CRM systems and shared computer drive, and in other IT systems (including the Company's email and phone system).

How do we protect data?

We know how important it is to protect and manage your personal data. This section sets out some of the measures we have in place:

- We apply physical, electronic, and procedural safeguards in connection with the collection, storage, and disclosure of personal data.
- We use computer safeguards such as firewalls and data encryption to keep data safe.
- We only authorise access to employees who need it to carry out their responsibilities.
- We regularly monitor our systems.

Where we engage third parties to process personal data on our behalf, they do so on the basis of written instructions, are under a duty of confidentiality and are obliged to implement appropriate technical and organisational measures to ensure the security of data.

How long do we keep data for?

We will hold your personal data for the duration of our relationship. We will only retain your data after the termination of the relationship for the purposes of satisfying any legal, accounting, or reporting requirements. This includes the retention of sufficient information that may be important evidence in any legal claim brought following the end of a contract. We will retain and securely destroy your personal information in accordance with applicable laws and regulations.

To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes

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for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

Customer feedback and marketing

We may from time to time conduct customer feedback on the services we have provided. This is to help improve our services to you and your customer experience.

We may also from time to time use your contact details to inform you about new services being made available by us to enhance the customer experience and provide a better service. You can exercise your right at any time not to receive any marketing material from us. However, we will never sell or otherwise pass on your personal data to any other third party for marketing purposes.

Your rights

You can:

- access and obtain a copy of your data on request.
- require us to change incorrect or incomplete data.
- require us to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing.
- object to the processing of your data where we are relying on its legitimate interests as the legal ground for processing; and
- ask us to stop processing data for a period if data is inaccurate or there is a dispute about whether or not your interests override the Company's legitimate grounds for processing data.

If you believe that we have not complied with your data protection rights, and have not resolved this internally, you can complain to the Information Commissioner.

Contact Us

Data Protection Officer - Marc Goodey (Finance Director)

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Northarbour Road
Portsmouth
PO6 3TH