

## PRIVACY NOTICE

### Who we are

At ISOVA, known as ISOvA, we specialise in helping you implement internationally recognised management system and, where required, achieve UKAS accredited certification.

ISOvA will ensure that becoming certified to any ISO Standard by a UKAS accredited certification body is a worthwhile experience. We will ensure the process is one that adds real value to your business and that the benefits are not just limited to the minimum, but that strategic, compliance and internal goals are achieved.

The ISOvA Team operate from a fantastic location situated in Borough High Street in Central London so are very well placed to serve the South East of England, as well as the entire London region.

### Collection of personal information

We collect and process your Personal Information mainly to provide you with access to our services and products, to help us improve our offerings to you and for certain other purposes explained below. ISOvA is the 'Controller' of any personal data you provide to us. Our registered address is at 201 Borough High Street, London, SE1 1JA. We collect a wide range of personal information depending upon the nature of our relationship with you as the data subject.

We collect and process personal data from our personnel including name, job titles, phone numbers, email addresses, address, username, date of birth, driving licence, bank account details and national insurance number. These are collected as a means to fulfil our legal obligations as an employer and only names and contact details are ever disclosed to customers or suppliers in the course of the performance of our various contracts. Additionally, we obtain personnel data in relation to photo, gender, sexuality, race and religion as a means of identification (for the photo) and in order to monitor equality and diversity (for the other elements). The basis for processing this sensitive data is established by the use of a consent form. Finally, we may be required to undertake a DBS check of certain personnel who work at locations where this is required. The data required to fulfil this check is provided to a third party who complete the DBS check on our behalf and in accordance with strict contractual terms and conditions. Prior to undertaking the DBS application, consent to do so will be sought from our personnel and the results of the check limited to the Management Team of ISOvA and to relevant customers.

With regards to our customers, potential customers and suppliers, as well as personnel that we encounter through the course of our work including agents, auditors and other specialists, we will again collect and process names, addresses, email addresses, phone numbers and bank account details which we use in the following ways:

- In the performance of our or their contractual obligations or as part of our legal obligations;
- With a legitimate interest in maintaining a professional relationship with potential customers (taking into consideration their individual rights and freedoms) and to best manage our resources.

Additionally, we may collect non-personal information such as geographical location, details pertaining to processes, documents and arrangements. These are collected as part of the services we provide and are not held for any other purpose. You cannot be identified from this information and it is only used to assist us in providing an effective service

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We will use your personal and non-personal information only for the purposes for which it was collected or agreed with you, for example:

- To confirm and verify your identity or to verify that you are an authorised customer for security purposes;
- To carry out our obligations arising from any contracts entered into between you and us;
- To notify you about changes to our service;
- For the detection and prevention of fraud, crime, or other malpractice;
- To conduct market or customer satisfaction research or for statistical analysis;
- For audit and record keeping purposes;
- In connection with legal proceedings;
- We will also use your personal information to comply with legal and regulatory requirements or industry codes to which we subscribe, or which apply to us, or when it is otherwise allowed by law;
- Collect information about the device you are using to view the ISOvA website, such as your IP address or the type of internet browser or operating system you are using;
- To respond to your queries or comments.

### What we do with it

We take the safeguarding of your data very seriously. All personal information in our possession is held securely. We have put in place appropriate security measures to prevent your personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed.

All information you provide to us is stored on secure servers. Any payment transactions are encrypted (using SSL technology). In accordance with our Website Terms of Use [insert link], where we have given you (or where you have chosen) a username and password which enables you to access certain parts of our site, you are responsible for keeping this information confidential. We ask you not to share a password with anyone.

In addition, we limit access to your personal information to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal information on our instructions, and they are subject to a duty of confidentiality. Details of these measures may be obtained from [info@isova.co.uk](mailto:info@isova.co.uk).

The personal data and sensitive data identified above is only processed by us in the UK. Third parties may on occasion have access to your personal data only when they are under contract and following the signature of a non-disclosure agreement and only in line with the services these third parties are contracted to do so in order for ISOvA to function as a business.

This data will also be processed in the European Union and in the United States (where the necessary approvals have been established). Where our suppliers house data in the United States, we have verified and continue to monitor their registration with the EU-US PrivacyShield, as well as having the relevant data processing arrangements in place with these partners.

### How long we keep it

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ISOVA operate in compliance with a very comprehensive Control of Records procedure which sets out the maximum duration for each type of record held, unless you exercise your rights highlighted below.

We will only retain your personal information for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements. 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 for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements. We will keep under regular review the length of time we need to retain personal data and have put in place internal procedures for this purpose.

In some circumstances we may anonymise your personal information so that it can no longer be associated with you, in which case we may use such information without further notice to you.

### What we would also like to do with it

We do not collect personal data for marketing purposes, but with a legitimate interest in maintaining and developing a professional relationship with potential customers (taking into consideration their individual rights and freedoms). We publish news and updates from time to time and simply post these on our website and on social media sites to assist and generate interest in our business. We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system. Of course, we also use personal data as part of our service delivery, procurement management and to best manage our very valuable human resource.

### What are your data subject rights?

You have the following rights as a Data Subject:

- Request access to your personal information (commonly known as a "data subject access request"). This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it;
- Request correction of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected;
- Request erasure of your personal information. This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal information where you have exercised your right to object to processing (see below);
- Object to processing of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where we are improperly processing your personal information for direct marketing purposes;
- Request the restriction of processing of your personal information. This enables you to ask us to suspend the processing of personal information about you, for example if you want us to establish its accuracy or the reason for processing it;

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- Request the transfer of your personal information to another party;
- If you want to review, verify, correct or request erasure of your personal information, object to the processing of your personal data, or request that we transfer a copy of your personal information to another party, please contact [info@isova.co.uk](mailto:info@isova.co.uk) in writing.

If you have any questions concerning our Privacy Policy, or you would like to change your personal information, or you would like to make a complaint concerning any action of ours which you consider is in breach of our policy please contact our Compliance Department directly. We have appointed a Data Protection Lead to oversee compliance with this Privacy Notice who can be contacted at [info@isova.co.uk](mailto:info@isova.co.uk), at 020 3745 8476 or at 201 Borough High Street, London, SE1 1JA.

We would hope to be able to deal with any complaint you may have to your satisfaction, but you have the right to make a complaint at any time to the Information Commissioner's Office (ICO), at [www.ico.org.uk](http://www.ico.org.uk). The ICO is the UK supervisory authority for data protection issues. Our ICO registration number is ZA525165.