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## **Customer Privacy Notice**

### **What Personal Data We Need**

Under GDPR (General Data Protection Regulation) Malakoff Limited is what is known as the 'Controller' of the personal data you provide to us. We only collect the basic personal data about you required to maintain our business relationship. This personal data may include:

- your name;
- your address;
- your email;
- your contact number(s); or
- your banking information, if you are an account holder.

### **Lawful Basis for Processing Your Data**

The lawful basis that Malakoff Limited are permitted to process your personal data is one of the below, depending on the type of personal data:

- we are legally required to process your personal data;
- under contractual requirements, we are required to process your personal data; or
- we have a legitimate reason to process your personal data.

As a customer of Malakoff Limited, we receive your personal data due to a request from you to carry out business with us (contractual requirements). We must hold onto your basic personal data and invoices for a minimum of 7 years under UK tax law (legal requirements). After the 7 years are past we may continue to hold onto your basic personal data to be able to contact you regarding any future offers we have that could interest you (legitimate reasons). More is explained in the below section "How Long We Keep Your Personal Data".

### **Why We Need Your Personal Data**

We need your personal data in order to provide you with written notices relating to our business relationship (invoices, feedback forms etc). We will not collect any personal data from you we do not need in order to provide and oversee this service to you.

### **What We Do With Your Personal Data**

All the personal data we process is processed by our staff in the UK. No third parties have access to your personal data unless the law allows them to do so.

We would like to use your name and email address to inform you of our future offers and similar products. This information is not shared with third parties and you can unsubscribe at any time via phone or email.

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Telephone: Lerwick +44(0) 1595 695544

Fax: Lerwick +44 (0) 1595 695720

Registered in Scotland No. 242516

Registered Office, North Ness, Lerwick Shetland ZE1 0LZ

E-mail: [enquiries@malakofflimited.co.uk](mailto:enquiries@malakofflimited.co.uk)

[www.malakofflimited.co.uk](http://www.malakofflimited.co.uk)

VAT Reg No. 813 7826 20



We have a Data Protection regime in place to oversee the effective and secure processing of your personal data. More information can be found in our Data Protection Policy, posted on our website.

### How Long We Keep Your Personal Data

We are required under UK tax law to keep your personal data (name, address, contact details, accounting details) and any invoices for a minimum of 7 years after which time it will be destroyed. Any personal data we use for marketing purposes, such as name, address, email and contact number(s), will be kept with Malakoff Limited until you notify us that you no longer wish to be listed on our system.

### Your Rights Regarding Your Personal Data

If at any point you believe the information we process on you is incorrect, you can request to see this information and have it corrected or even deleted.

If you wish to raise a complaint on how we have handled your personal data, you can contact our Data Protection Officer who will investigate the matter.

If you are not satisfied with our response or believe we are processing your personal data not in accordance with the law you can complain to the Information Commissioner's Office (ICO).

### Malakoff Limited Data Protection Officer

Our Data Protection Officer is the Malakoff Limited HSQE Manager and you can contact them at:

Malakoff Limited  
North Ness  
Lerwick  
Shetland  
ZE1 0LZ  
Email: [enquiries@malakofflimited.co.uk](mailto:enquiries@malakofflimited.co.uk)  
Phone: 01595 695544

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