



Privacy Policy

Wardman UK Limited is a company registered in England and Wales (referred to as “we”, “us”, “Wardman UK” or “Wardman UK Limited” in this policy).

At Wardman UK Limited, we are committed to maintaining the trust and confidence of all visitors to our website. We want you to know that Wardman UK Limited will not sell, rent or trade information that we have gathered with other companies and businesses for marketing purposes. In this Privacy Policy, we’ve provided information on when and why we collect and process your personal information, how we use it, the limited conditions under which we may disclose it to others and how we keep it secure.

This policy applies to internal and external processes and procedures carried out by Wardman UK and its employees.

Purpose and legal basis/How we use your personal information

Your personal information will be processed for the following purposes:

- To fulfil and manage a contractual agreement with you.
- Monitor and manage your devices and account.
- Provide support to your organisation where requested, either by email, helpdesk or telephone.

Types of information we collect

Wardman UK Limited may collect the following information about you:

- Your name.
- Your contact details including postal address(s), telephone numbers and email addresses.
- Purchases and orders made by you.
- Passwords
- Your communication and marketing preferences i.e. email helpdesk enquiries.
- Direct Debit information i.e. your banks name but not account details.
- Copies of physical and electronic correspondence.

This list is not exhaustive, and, in specific instances we may need to collect additional data for the purposes set out in this policy to fulfil our contract with you.



Who we share your personal information with

Wardman UK Limited may be required to pass limited personal information to our suppliers or partners (software/hardware/telecoms) to allow us to fulfil a pre-contractual/contractual obligation agreed by you.

If you do not provide your personal information

In some cases, we may not be able to carry out our services if you withhold your personal information, doing so may therefore nullify or undermine a contractual agreement with us.

Wi-Fi

Wardman UK have made WiFi available to visitors across our and our client's sites, if you opt to use this, we may collect data about:

- Your device
- MAC address (media access control address)
- The volume of data you use, upload and download
- Access time

This is also applicable to the use of WiFi at our clients sites where we supply the internet connectivity.

Mailing Lists

When you sign up to our mailing list, we collect personal information. We use the information to keep you up to date with important changes, this may include updates to our Ts&Cs, pricing changes and urgent updates regarding services that we provide to you.

We use a third-party provider, MailChimp, to send such mailshots. We gather statistics around email opening and clicks to help us monitor and improve our mailshots. For more information, please see [MailChimp's privacy notice](#). You can unsubscribe at any time by clicking the unsubscribe link at the bottom of any of our emails or by emailing our helpdesk at helpdesk@wardmanuk.com



wardmanuk.com

Helpdesk/Email

If you contact us via our helpdesk (helpdesk@wardmanuk.com) or direct email we may collect and store any personal information contained, such as your email address and content contained within the email to allow us to resolve your query.

Data retention period

Wardman UK Limited will hold your personal information for the duration of the agreed contract plus 6 months in the instance of any historical queries relating to the services provided. After such time all documentation containing Personally Identifiable Information (PII) will be deleted from our systems. Please ensure that you retain copies of documentation that you require as we will be unable to assist after this time.

Wardman UK Limited may be required to hold your information for a period longer than stated above to comply with legislation, your information will be stored securely in an electronic format until such a time it can be deleted.

Your rights

Access to your information – You have the right to request a copy of all personal information about you that we hold.

Correcting information – If you become aware that any information we hold is incorrect please make us aware.

Deletion (right to erasure) – You have the right to ask us to delete any personal information that we hold about you where you consider that we no longer require the information.

Please email any request to this effect to helpdesk@wardmanuk.com and one of the team will get back to you.

Changes to this Privacy Notice

This privacy policy will regularly be reviewed, please check www.wardmanuk.com for updates. Previous versions will be held internally by Wardman UK Limited. Should you require a paper copy of this privacy policy please email helpdesk@wardmanuk.com

Contact Information

For further information about how your data is used please contact us at helpdesk@wardmanuk.com



Complaints

Should you have any concerns please contact us directly in the first instance, as we aim to resolve all complaints about how we use personal information internally. In addition to this you have the right to lodge a complaint with the Information Commissioners Office – <https://ico.org.uk/concerns>

