



AGM Services Ltd Privacy Policy

What is this Privacy Policy for?

This privacy policy is for the website www.agm-services.co.uk, and is served by AGM Services Limited and governs the privacy of its users who choose to use it.

The policy sets out the different areas where user privacy is concerned and outlines the obligations & requirements of the users, the website and website owners. Furthermore, the way this website processes, stores and protects user data and information will also be detailed within this policy.

Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.

The Website

This website and its owners take a proactive approach to user privacy and ensure the necessary steps are taken to protect the privacy of its users throughout their visiting experience. This website complies with all UK national laws and requirements for user privacy. We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial products to safeguard and secure the information we collect online. Firewalls are used to block unauthorised traffic to our servers. The servers are securely located and accessible only by authorised personnel. The website has a secure SSL certificate meaning that data entered in all forms is transmitted to the server in an encrypted format.

Online Purchases

When you register to buy from our site, we need to know your name, email address, postal address, telephone numbers and credit / debit card details. We gather this information to allow us to process your registration, open an account for you and facilitate your purchase. By submitting your information and acknowledging the relevant notice on this site you are giving your informed consent to the use of that information as set out in this policy.

Use of Cookies

This website uses cookies to better the users experience while visiting the website. This website uses a cookie control system allowing the user on their first visit to the website to allow or disallow the use of cookies on their computer/device. This complies with legislation requirements for websites to obtain explicit consent from users before leaving behind or reading files such as cookies on a user's computer/device.

Cookies are small files saved to the user's computer hard drive that track, save and store information about the user's interactions and usage of the website. This allows the website, through its server to provide the users with a tailored experience within this website. Information gained from these tracking devices will be used to further better our website user experience and product offering. Users are advised that if they wish to deny the use and saving of cookies from this website on to their computers hard drive they should take



necessary steps within their web browsers security settings to block all cookies from this website and its external serving vendors.

This website uses tracking software to monitor its visitors to better understand how they use it. This software is provided by Google Analytics which uses cookies to track visitor usage. The software will save a cookie to your computers hard drive in order to track and monitor your engagement and usage of the website, but will not store, save or collect personal information. You can read Google's privacy policy here for further information [<http://www.google.com/privacy.html>].

Other cookies may be stored on your computer hard drive by external vendors when this website uses referral programs, sponsored links or adverts. Such cookies are used for conversion and referral tracking and typically expire after 30 days, though some may take longer. No personal information is stored, saved or collected through the use of cookies.

Links to other websites

Our website contains links to other websites we feel may be of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

Contact & Communication

Users contacting this website and/or its owners do so at their own discretion and provide any such personal details requested at their own risk. Your personal information is kept private and stored securely until a time it is no longer required or has no use, as detailed in the Data Protection Act 1998. In line with GDPR 2018, any contact with the aforementioned company or companies will give the user an opportunity to give explicit consent to subscribe and grant the use of their data in data processing and marketing communications by AGM Services and its holding companies only. Any information submitted for data processing may be used under the ePrivacy Regulations, stating legitimate interests as a reason for direct contact with individuals for data processing purposes, where the promoted product is relevant to the parties involved. Personal data will not be shared with third parties unless necessary (for out of UK enquiries) or unless requested by the individual in line with GDPR legislation. Every effort has been made to ensure a safe and secure form to email submission process but we advise users using such forms to email processes that they do so at their own risk.

This website and its owners use any information submitted to provide you with further information about the products/services they offer or to assist you in answering any questions or queries you may have submitted. This includes using your details for marketing communications and relevant email newsletter programs the website operates that are relevant in line with your buying activities. This is by no means an entire list of your user rights in regard to receiving email marketing material.



Personal information provided for product enquiry processing will be stored within our quotes software for as long as is necessary. Personal data provided with consent to marketing communications will be stored until a request for removal is submitted. Enquiries made from outside the UK may be passed onto our supplier partners in order to process the request.

AGM Services is registered with the Information Commissioner's Office (ICO), the UK's independent body set up to uphold information rights. The ICO's register of data controllers details how we process personal data and is available here [<https://ico.org.uk/>].

Social Media Platforms

Communication, engagement and actions taken through external social media platforms that this website and its owners participate on are custom to the terms and conditions as well as the privacy policies held with each social media platform respectively.

Users are advised to use social media platforms wisely and communicate/engage upon them with due care and caution in regard to their own privacy and personal details. This website nor its owners will ever ask for personal or sensitive information through social media platforms and encourage users wishing to discuss sensitive details to contact them through primary communication channels such as by telephone or email.

This website may use social sharing buttons which help share web content directly from web pages to the social media platform in question. Users are advised before using such social sharing buttons that they do so at their own discretion and note that the social media platform may track and save your request to share a web page respectively through your social media platform account.

Shortened Links in Social Media

This website and its owners through their social media platform accounts may share web links to relevant web pages. By default, some social media platforms shorten lengthy URLs [web addresses] (this is an example: <https://bit.ly/zyVUBo>).

Users are advised to take caution and good judgement before clicking any shortened urls published on social media platforms by this website and its owners. Despite the best efforts to ensure only genuine URLs are published many social media platforms are prone to spam and hacking and therefore this website and its owners cannot be held liable for any damages or implications caused by visiting any shortened links.

How will we use your information?

We will mainly use your information:

- to carry out our obligations arising from any contracts entered into between you and us;
- for the purpose of the services we provide to you;
- to provide you with information, products and services that you request from us;
- to provide you with information about other products and services we offer that are similar to those that you have already purchased or enquired about;



- to improve the products and services we offer to you;
- to notify you about changes to our products and services;
- to provide you with information about products and services we consider may be of interest to you. We may contact you by e-mail or post with information about products and services similar to those of previous products and services or which you have indicated may be of interest to you;
- administering any accounts;
- processing your bank /credit card details in order to obtain payment.

We may currently hold personal and financial information about you, and may obtain or receive such information about you in the future.

We may contact you by post, email or other reasonable means to inform you about products and services supplied by ourselves that we consider may be of interest to you. You can inform us at any time if you do not want to receive marketing information. You have the right to ask us not to process your personal data for marketing purposes. You can exercise the right at any time by contacting us at sales@agm-services.co.uk or writing to the address at the end of this document.

Who will we share your information with?

Any information supplied by you, or about you, will only be used in accordance with the General Data Protection Regulations, and other applicable legislation.

From time to time we will engage service providers and third parties to provide services. There are very strict rules about who we can share your information with and this will normally be limited to other people who will assist with your matter and for the performance of any contract we enter into with them or you. They will have access to, and will process, your information on our behalf to provide such services. These may include:

- Contractors
- Suppliers
- Courts and tribunals

We may also disclose information outside AGM Services:

- if compelled to do so by law;
- if appropriate, where you have provided your consent (which is not necessarily required to be in writing);
- where we have a public duty to disclose the information;
- to our contractors or third parties for operational reasons;
- to third parties, such as referrers of work, who have introduced details of your project to AGM Services Limited. We may pass back to the introducer information to enable administration of any payment;
- to any persons, including, but not limited to, insurers, who provide a service or benefits to you or for us in connection with your project with AGM Services Limited;



- fraud prevention and other agencies, including debt collection agencies if you do not pay our bills;
- where we need to do so to comply with the requirements, codes or recommendations of any of our regulators; and
- to any person to whom we will or intend to transfer our rights or obligations.

AGM Services Limited do not sell or rent any personal information to third parties.

How long will we keep your information for?

We will keep your information throughout the period of time that we do work for you and afterwards for a period of 10 years.

What rights do you have?

You have the right to ask us not to process your personal data for marketing purposes. You can exercise the right at any time by contacting us at sales@agm-services.co.uk or at the address at the end of this document.

You can request the deletion or removal of your personal data where there is a compelling reason for its continued processing. This "right to erasure" does not provide an absolute 'right to be forgotten'. You have a right to have personal data erased to prevent processing in specific circumstances only. There are some circumstances where the right to erasure does not apply and we can refuse to deal with a request. If we have disclosed the personal data in question to third parties, we have an obligation to inform them about the erasure of the personal data, unless it is impossible or involves disproportionate effort to do so. You can exercise the right at any time by contacting us at sales@agm-services.co.uk or at the address at the end of this document.

You are entitled to access a copy of the personal information we hold about you and you can request a copy of this information by contacting sales@agm-services.co.uk For further information on your rights under the General Data Protection Regulations, you can contact: the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or visit www.ico.gov.uk.

Contact

We need the information we hold about you to be accurate and up to date. Please help us by informing us promptly of any changes to your details.

By submitting your information and by accepting the data protection terms, you consent to the use of your personal information as set out in this Privacy policy.

You can ask us to update or remove your personal information by simply emailing us at sales@agm-services.co.uk or writing to us at the address at the end of this document.

If you are unhappy about how we are using your information then initially you should contact the Data Protection Officer and if your complaint remains unresolved then you can contact the Information Commissioner's Office, details as quoted earlier in this document.



Any changes we make to our website privacy policy in the future will be posted on our website. Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to sales@agm-services.co.uk or the address at the end of this document.

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