

# Website and General Enquiries Privacy Notice

Last Updated: 01.08.2022

## Document Control

<b>OWNER</b>	Tanya Campbell-Colville
<b>APPROVER</b>	Rubens de Castro
<b>CLASSIFICATION</b>	Public Use
<b>DATE OF ISSUE</b>	01.08.2022
<b>ISSUE</b>	v2.0
<b>REASON FOR ISSUE/UPDATE</b>	Review and Update
<b>NEXT REVIEW</b>	August 2023
<b>DISTRIBUTION</b>	All MARCO Personnel

<b>VERSION</b>	<b>AUTHOR</b>	<b>DATE</b>
0.1	Evalian Limited	19.11.2020
1.0	Evalian Limited	27.11.2020
2.0	Evalian Limited	01.08.2022

### Document Release:

This document remains the property of MARCO Limited. Release to regulatory authorities is permitted as required. Release to other organisations or individuals may only be authorised by Company Directors.

## Contents

1	Introduction.....	4
2	What information do we process? .....	4
3	Purposes and bases for processing your personal data .....	5
4	Sharing your information .....	6
5	Your rights .....	6
6	Data retention period.....	8
7	Contact .....	8

## 1 Introduction

---

MARCO Limited (“MARCO”, “we”, “us”, “our”) of Block 3, The Industrial Estate, Enterprise Way, Edenbridge, Kent, TN8 6HF are committed to protecting and respecting your privacy. MARCO are committed to the protection of the personal data we process in line with the data protection principles set out in the UK General Data Protection Regulation, the EU General Data Protection Regulation (together the “GDPR”) and the Data Protection Act 2018 (“DPA18”).

This privacy notice explains what personal data MARCO collects from individuals who visit the MARCO website, contact us using our web forms, by email, phone or through one of our social channels; or other marketing communications (“you”, “your”). It also explains what information we collect automatically when you visit our website.

MARCO is the Controller for the purposes of the GDPR in instances where you make an enquiry with us, registered in the UK with the Information Commissioner’s Office, registration number ZA664606.

As an information-led business, we place great importance on ensuring the quality, confidentiality, integrity, and availability of the data we hold and in meeting our data protection obligations when processing personal data. MARCO are committed to protecting the security of your personal data. We use a variety of technical and organisational measures to help protect your personal data from unauthorised access, use or disclosure.

We update this privacy notice from time to time in response to changes in applicable laws and regulations, to our processing practices and to the products and services we offer. When changes are made, we will update the date at the top of this document. Please review this privacy notice periodically to check for updates.

## 2 What information do we process?

---

### Information you provide to us

We process all information you give us, either through our website <https://www.marco.co.uk/> (our site) or by corresponding with us by telephone, email or otherwise. This includes information you provide when you use our site, subscribe to a service, search for a product or service, or other social media functions linked to our site, or when you report a problem with our site.

**Information processed following an enquiry**

We process the following information:

- Name
- Company Name
- Address
- Email address
- Telephone Number

We use your name, address, email address and telephone number to contact you about your enquiry.

**Cookies and Web Beacons**

MARCO uses minimal cookies on our website and web beacons in some emails. Cookies are small text files and web beacons are small graphic images. They are downloaded to your device when you visit a website or receive certain emails, unless you have set your browser to reject them.

We use cookies to improve your overall experience of our site. We use web beacons to track the actions of individuals (such as email recipients) and measure the success and response rates of our marketing campaigns.

To learn more about cookies, web beacons and what you can do to opt out of receiving them, please click [here](#).

**3 Purposes and bases for processing your personal data**

---

We may use your data for the following purposes and on the following lawful bases:

Purpose	Lawful Bases for Processing
Responding to correspondence from you	It is in our legitimate interest to respond to enquiries made via our website, by email, through our social channels or any other means
Sending you information such as MARCO news and information which may be of interest	When you agree to be contacted for marketing, we will rely on your consent, which may be

	withdrawn at any time by emailing HR@marco.co.uk
Business management, forecasting and statistical purposes	It is our legitimate interest to identify areas for managing current business relationships, develop new products and services, and for managing our business
Improving our website and the overall website visitor and user experience	It is our legitimate interest to allow analytics and search engine providers to help improve and optimise our website
Improving our website and the overall website visitor and user experience	We use minimal cookies on our website with your consent

#### 4 Sharing your information

We will rarely share your personal data outside the UK or European Economic Area (the EU member states plus Norway, Iceland and Liechtenstein - “EEA”). If it becomes necessary for the purposes of providing our services to you, following a comprehensive risk assessment, we will only share your personal data where appropriate safeguards are in place, such as EU-approved Standard Contractual Clauses, or the UK International Data Transfer Agreement, to ensure your personal data is protected to the same standard expected within the UK and EEA.

Our website includes links to our social media platforms, a selection of our clients and to selected case studies. Once you navigate away from our site via one of the links, the new site may collect your IP address and may set a cookie on your device. When you use one of these links, you are sharing information to another website or service and this privacy notice will no longer apply. Please read the privacy notices provided by the particular service website you are directed to before posting any personal information using these links.

#### 5 Your rights

The GDPR provides you with certain rights in relation to the processing of your personal data, including to:

- Request access to personal data about you (a “subject access request” or “SAR”). This enables you to receive a copy of the personal data we hold about you, and to check that we are processing it lawfully
- Request rectification, correction, or updating to any of the personal data that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected
- Request personal data provided by you to be transferred in machine-readable format (“data portability”)
- Request erasure of personal data. This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove personal data where you have exercised your right to object to processing (see below)
- Request the restriction of processing of your personal data. This enables you to ask us to suspend the processing of personal data about you (e.g. if you want us to establish its accuracy or the reason for processing it)
- Object to the processing of your personal data in certain circumstances. This right may apply where the processing of your personal data is based on the legitimate interests of MARCO

Some of these rights are not absolute and are subject to various conditions under applicable data protection and privacy legislation, laws, and regulations to which we are subject. If at any time you decide that you no longer wish to be contacted for marketing purposes, or if you would like to exercise any of your rights as set out above, you can contact us at [HR@marco.co.uk](mailto:HR@marco.co.uk). You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request for access is clearly unfounded or excessive. Alternatively, we may refuse to comply with the request in such circumstances.

In addition to the above, please note that you have the right to make a complaint at any time to the [Information Commissioner’s Office](#) if you are concerned about the way in which we are handling your personal data.

## **6 Data retention period**

---

We will retain your personal data for as long as is necessary to provide you with our products and ongoing services and for a reasonable period thereafter, to enable us to meet our contractual and legal obligations and to deal with complaints and claims.

At the end of the retention period, your personal data will be securely deleted in accordance with the MARCO Personal Data Retention Policy.

## **7 Contact**

---

You can contact MARCO in relation to data protection and this privacy notice by emailing [HR@marco.co.uk](mailto:HR@marco.co.uk).