

Privacy Policy

The following sets out the types of personal data we collect on our websites:

- Personal Details: title, first and last name, address, telephone numbers, email address.
- Website Access Details: your computers unique identifier (e.g. IP Address), the date and time you accessed the website.
- Correspondence: responses or comments when you communicate with us through our contact us form.

Purpose and Use of Personal Data

- The main purpose for using your personal information is to improve and monitor the operation of our website.

We use information held about you in the following ways: –

- To contact you, for instance, to arrange a service;
- To administer our website and for internal operational purposes to make user experience more efficient (including troubleshooting) and to analyse how the systems are used;
- To enable you to participate in interactive features within our website;
- To prevent unauthorised access and modifications to systems;
- To ensure business policies are adhered.

Legal Basis for Processing Your Personal Data

- Data protection and privacy laws requires us to have a “legal basis” or “lawful ground” to collect and use your personal information. We will only collect, use and share your personal information where we are satisfied that we have an appropriate legal basis to do this. This may include:
 - We need to use your personal information in connection with the performance of a contract with you or to take steps at your request prior to entering into a contract with us.
 - We need to use your personal information to comply with a relevant legal or regulatory obligation that we have.
 - Where it is necessary for our legitimate interests (or those of a third party) as a commercial organisation (to the extent that your interests and fundamental rights do not override those interests), such as:
 - To detect and protect against fraud;
 - To make sure we are following our own internal procedures so we can deliver a quality service;
 - Establishing, exercising or defending our legal rights in the event of a claim;

- Monitoring, managing and operating our website IT systems and ensuring security of those systems; and/or
- In connection with compliance, regulatory and investigative purposes as necessary.
- Some of the above grounds for processing will overlap and there may be several grounds which justify our use of your personal information. If you have any queries about our legal basis for using your personal information, please contact Secure Box Services.

When Is Special Category And Criminal Offence Personal Data Collected And Used?

- Special categories of personal data are particularly sensitive and require higher levels of protection. They include information about your health status, racial or ethnic origin, political views, religious or similar beliefs, sex life or sexual orientation, genetic or biometric identifiers and trade union membership.
- Secure Box Services do not collect special category information from our websites.

Sharing Your Personal Information With Others

- We will not disclose personal information to a third party, unless to comply with our legal obligations; To exercise our legal rights (e.g. pursue or defend a claim); and For the prevention, detection, and investigation of crime.

Security Of Your Personal Data

- Secure Box Services takes precautions including administrative, technical and physical measures to safeguard your personal information against loss, theft and misuse, as well as against unauthorised access, modification, disclosure, alteration and destruction. We protect electronic data using a variety of security measures including (but not limited to):
 - Data back-up;
 - Encryption;
 - Firewalls;
 - Destroying or permanently anonymising personal information if it is no longer needed for the purposes it was collected.

Retention of Your Personal Data

- Secure Box Services will only retain your personal information for the period necessary to fulfil the purposes outlined in this Privacy Policy and as otherwise needed to comply with applicable law and internal company policies. Where your personal information is no longer needed, we will ensure that it is disposed of in a secure manner.
- In some circumstances we may store your personal information for longer periods of time where we are required to do so in accordance with legal or regulatory requirements or so that we have an accurate record of your dealings with us in the event of any complaints or challenges, or if we reasonably believe there is a prospect of litigation relating to your personal information or dealings.

Your Legal Rights

- You have legal rights in connection with personal information. Under certain circumstances, by law you have the right to:
 - 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.
 - Object to processing of your personal information by us or on our behalf which has our legitimate interests as its legal basis for that processing, if you believe your fundamental rights and freedoms outweigh our legitimate interests. If you raise an objection, we have an opportunity to demonstrate that we have compelling legitimate interests which override your rights and freedoms.
 - Request the transfer of your personal information. You can ask us to provide your personal information to you in a structured, commonly used, machine-readable format, in each case only where: (i) the processing is based on your consent or on the performance of a contract with you; and (ii) the processing is carried out by automated means.
 - Withdraw consent to processing where the legal basis for processing is solely justified on the grounds of consent.
 - Request the restriction of processing of your personal information. This enables you to ask us to suspend the processing of personal information about you, but only where:
 - It’s accuracy is contested, to allow us to verify its accuracy;
 - The processing is unlawful, but you do not want it erased;
 - It is no longer needed for the purposes for which it was collected, but we still need it to establish, exercise or defend legal claims; or
 - You have exercised the right to object, and verification of overriding grounds is pending.
- Request erasure of your personal information (commonly known as the “right to be forgotten”). This enables you to ask us to delete or remove personal information in limited circumstances, where:
 - It is no longer needed for the purposes for which it was collected;
 - You have withdrawn your consent (where the data processing was based on consent);
 - Following a successful right to object;
 - It has been processed unlawfully; or
 - To comply with a legal obligation to which Secure Box Services is subject.

- We are not required to comply with your request to erase personal information if the processing of your personal information is necessary for a number of reasons, including: (i) for compliance with a legal obligation; or (ii) for the establishment, exercise or defence of legal claims.
- You can also object at any time to your personal information being processed for direct marketing, profiling or automated decision-making.
- We can continue to use your personal information following a request for restriction, where:
 - We have your consent;
 - To establish, exercise or defend legal claims; or
 - To protect the rights of another natural or legal person.
- We reserve the right to charge a fee where permitted by law, for instance if your request is manifestly unfounded or excessive.
- We may not always be able to fully address your request, for example if it would impact the duty of confidentiality we owe to others, or if we are legally entitled to deal with the request in a different way.

Supervisory authority

- If you have any questions, concerns or complaints regarding this Privacy Policy or how we manage your personal information, we encourage you to contact us. However, you have a right to contact your local supervisory authority at any time and lodge a complaint (which in the UK is the Information Commissioner's Office). The supervisory authority will then investigate your complaint accordingly.

Changes To This Privacy Policy

- This Privacy Policy was last reviewed and updated September 2022. We may amend this Privacy Policy from time to time to keep it up to date with legal requirements and the way we operate our business. Please regularly check this page for the latest version of this Privacy Policy