

Privacy notice and FAQs

Privacy notice

Hastam understands that your privacy is important to you and that you care about how your personal data is used. We respect and value the privacy of all our customers and associates and we will only collect and use personal data in ways that are consistent with our obligations and your rights under the law. Further information on how we will deal with your personal data is given in the answers to the FAQs in the next section.

For your information, Hastam is a Limited Company registered in England under company number 1765152. Its registered address is 35-37 High Street, Barrow upon Soar, Leicestershire LE12 8PY, telephone 01509 410380. Hastam's VAT number is GB 393 1015 71.

You can contact us at our registered address or by emailing our Managing Director - liz.shuttleworth@hastam.co.uk.

This privacy notice should be read in association with the answers to the frequently asked questions (FAQs) in the next section.

We may change this privacy notice from time to time. This may be necessary, for example, if the law changes, or if we change our business in a way that affects personal data protection.

Any changes will be made available on our website www.hastam.co.uk.

FAQs

What is personal data?

Personal data is defined by the General Data Protection Regulation (EU Regulation 2016/679) (the "GDPR") as 'any information relating to an identifiable natural person'.

In practice, personal data is any information about you that enables you to be identified. Personal data covers obvious information such as your name and contact details, but it also covers less obvious information such as identification numbers, electronic location data, and other online identifiers.

What are my rights?

Under the GDPR, you have the following rights, which we will always work to uphold:

The right to be informed about our collection and use of your personal data. Our privacy notice and FAQs should tell you everything you need to know, but you can always contact us if you have any questions.

The right to access the personal data we hold about you. See the *How can I access my personal data?* FAQ for details.

The right to have your personal data corrected if any of your personal data held by us is inaccurate or incomplete.

The right to be forgotten, that is the right to ask us to delete or otherwise dispose of any of your personal data that we have.

The right to prevent us processing your personal data.

The right to object to us using your personal data for a particular purpose or purposes.

The right to data portability. This means that, if you have provided personal data to us directly, we are using it with your consent or for the performance of a contract, and that data is processed using automated means, you can ask us for a copy of that personal data to re-use with another service or business in many cases.

Rights relating to automated decision-making and profiling. We do not use your personal data for automated decision making and we use Google Analytics for profiling.

If you have any cause for complaint about our use of your personal data, you have the right to lodge a complaint with the Information Commissioner's Office.

Further information about your rights can be obtained from the Information Commissioner's Office or your local Citizens Advice Bureau, or you can contact us.

What personal data does Hastam collect?

We may collect some or all of the following personal data, depending on your relationship with us -

IP address

Business email address

Business telephone number

Business name

Job title

Profession

Payment information.

How does Hastam use my personal data?

Under the GDPR, Hastam must always have a lawful basis for using your personal data. This may be because the data is necessary for our performance of a contract with you, because you have consented to our use of your personal data, or because it is in our legitimate business interests to use it. Your personal data may be used for any of the following purposes:

Providing and managing your account.

Supplying our services to you. Your personal details are required in order for us to enter into a contract with you.

Personalising and tailoring our services for you.

Communicating with you. This may include responding to emails or calls from you.

With your permission and where permitted by law, we may also use your personal data for marketing purposes, which may include contacting you by email or telephone with information, news, and offers on our services. We will not send you any unlawful marketing or spam. We will always work to protect fully your rights, and to comply with our obligations under the GDPR and the Privacy and Electronic Communications (EC Directive) Regulations 2003. You will always have the opportunity to opt out of Hastam's marketing activities.

We use Google Analytics for carrying out certain kinds of profiling. If at any point you wish to query any action that we take on the basis of this, please contact us. You can request 'human intervention', that is have someone review the action rather than relying only on the automated method. Please contact us if you have reason to think that human intervention is appropriate.

Hastam may carry out the following automated profiling:

The use of legitimate interest to link your geographical location to specific services that we may offer in your area

If you have been on the Hastam website, we may contact you to see if you found what you were looking for.

How long will Hastam keep my personal data?

Hastam will not keep your personal data for any longer than is necessary in light of the reasons for which it was first collected. **Hastam reviews the personal data it holds every six months and deletes the personal data it is no longer appropriate for it to hold.** You can check whether we are holding your personal data inappropriately by contacting us to find out what personal data we are holding.

How and where do Hastam store and transfer my personal data?

Hastam will only store and transfer your personal data in the UK. This means that it will be fully protected under the GDPR.

Does Hastam share my personal data?

Hastam will not share any of your personal data with any third parties for any purpose, subject to one important exception.

In some limited circumstances, we may be legally required to share certain personal data, which might include yours, if we involved in legal proceedings or complying with legal obligations, a court order, or the instructions of a government authority.

How can I access my personal data?

If you want to know what personal data we have about you, you can ask us for details of that personal data and for a copy of it. This is known as a subject access request.

All subject access requests should be made in writing and sent to the email or postal address shown in the privacy notice. There is not normally any charge for a subject access request. If your request is 'manifestly unfounded or excessive', for example, if you make repetitive requests, a fee may be charged to cover our administrative costs in responding.

Hastam will respond to your subject access request within 28 days. Normally, we aim to provide a complete response, including a copy of your personal data within that

time. In some cases, however, particularly if your request is more complex, more time may be required up to a maximum of three months from the date we receive your request. You will be kept fully informed of our progress in dealing with your request.