



Privacy Policy

Target Lifts Ltd is a privately owned company. We will comply with the requirements of the United Kingdom General Data Protection Regulation (UK GDPR), ensuring that your privacy is protected when you visit our website. Should we ask you to provide personal data by which you can be identified, then you can be assured that it will only be used in accordance with this policy and the company's Data Protection Policy.

Target Lifts Ltd is registered with the Information Commissioner's Office (ICO) as a Tier 2 data controller. We have advised them of the existence of our surveillance system and its purpose.

This policy sets out how the company uses and protects any personal data that we may collect from you. Please note that if major changes are made to the policy it will be re-issued.

Our company website is hosted by Wix.com, a cloud-based development platform. Wix advise that that relevant Model Standard Contractual Clauses are in place regarding the collection, use and retention of personal information.

What we collect

We may collect and process the following personal data that can be used to identify you:

- Your name, email address and telephone number
- The purpose of your visit to our website
- Other personal data relevant to customer surveys
- Your image (via CCTV) if you visit our premises

Please note that if you contact us, we may choose to keep a record of your correspondence

What we do with the personal data we collect

We collect personal data to better understand your needs and provide you with an improved service. In particular, we may use the personal data for the following reasons:

- Internal record keeping
- Provide you with information about products &/or services you may request
- Notify you about updates to our services or changes to our website
- To develop our website and improve our services
- From time to time, to contact you for customer survey purposes. We may contact you by email, phone, or post
- To customise our website according to your requirements
- To protect our employees and premises

Storage of personal data

Personal data is retained for durations in line with the company's Retention Guide.

Personal data on the company's server is managed by a UK based external provider, Skye Cloud Ltd who ensure secure storage as part of our data back-up procedure. Skye Cloud's UK based datacentre is rated as Level 3 and certified to ISO 27001:2013. Skyecloud utilises ESET as their primary anti-virus and firewall software. It is constantly updated to combat viruses, malware, cyber threats, etc. as they develop.

Skye Cloud Ltd ensures that data is automatically backed up every night with data held for seven restore points (M, T, W, Th, F, S, S). Backup software is automatically verified monthly, providing notification if any errors are detected.

Xero Accounting software is used as a financial tool to centralise the company's business accounting information e.g. invoicing, banking and expenses.

Wix may retain data for a period long enough to comply with their legal obligations.

If we service your equipment, your address/contact details will be shared with Lemon Business Solutions Ltd, our UK based 'out of hours' call centre provider. By supplying your personal data, you consent to this storage. Note that access to such personal data is only by authorised persons.

How we use cookies

If you visit our website, Wix may store data on your computer in the form of a 'cookie'. A cookie is a small file which asks permission to be placed on your computer's browser. The cookies we use analyse web traffic and count the number of visitors to our website through anonymous aggregated statistics. Cookies cannot be used to deliver viruses. The table below identifies the cookies used by Wix:

Cookie name	Life span	Purpose
svSession	Permanent	Creates activities and BI
hs	Session	Security
incap_ses_\${Proxy-ID}_\${Site-ID}	Session	Security
incap_visid_\${Proxy-ID}_\${Site-ID}	Session	Security
nbl_\${ID}	Persistent cookie	Security
XSRF-TOKEN	Persistent cookie	Security
smSession	Two weeks	Identify logged in site members

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. You can block cookies via your browser settings, but be aware that this may result in the reduced functionality of our site during your visit.

For independent information on cookies, visit: www.allaboutcookies.org.

Social Media Plugins

Social media sites, e.g. Facebook, Twitter, TikTok, LinkedIn etc. allow users to 'like', share content or post comment from Target Lifts Ltd sites. We have no control over such third party sites. Any shared content or comments on social media sites are not controlled by Target Lifts Ltd. Therefore, any such comments &/or opinions made by persons not authorised to represent Target Lifts Ltd must be strictly regarded as their own and not those of the company. We accept no liability for any matters arising from use of such sites.

Controlling your personal data

We will not sell, distribute or lease your personal data to third parties unless we have your permission or are required by law to do so.

Transfer of personal data

We will not transfer any of your personal data, except for storage purposes as described.

CCTV

Target Lifts Ltd operates CCTV for the purpose of public safety, crime prevention and prosecution, insurance and property management. The system does not record audio and is not classified as 'intrusive'. As the system's purpose is security, the system is not used to monitor people at work or their productivity.

Access to the system and the images it records is restricted to the company directors (system operators) and is via secure login. Remote access is also available via their smartphones which are protected by encryption.

The company directors are aware of their obligations regards control and operation of the surveillance system including:

- Purpose of the system
- Restriction of access to images
- Disclosure of images
- Data Subject Access Requests
- Ensuring images support public safety, law enforcement and the system's purpose
- Annual review

A sign visible at the front of the building informs that a CCTV system is in operation.

Visitors to the business are further informed when they sign in via QF180.

How to contact us or correct/revise personal data we hold

You may request details of the personal data we hold about you. This is commonly known as a Data Subject Access Request (DSAR).

No fee is chargeable unless the request is unfounded, excessive or repeated – if so, a fee may be charged. If a fee is charged, it will be based on the administrative cost of the company providing the information.

We will respond to any rectification request within one month (three months if the request is complex).

Should we refuse to rectify personal data, we will advise you why within one month. Under such circumstances you have the right to complain to the supervisory authority and to a judicial remedy.

If you would like a copy of the personal data held, or believe that any personal data we hold is incorrect or incomplete and needs rectifying, please contact us at:

Target Lifts Ltd.
Unit 46
Acorn Industrial Park
Crayford Road, Crayford
Kent
DA1 4AL
0845 301 1534

Warning:

The internet, email and other forms of electronic communication operate on an open network and can be intercepted. Although not a generally secure environment, we try and take all appropriate security measures to protect your personal data and try to stop unauthorised access and alteration (whether accidental or intended).

Approved by: Tony Howell-Smith
Director

Approved by: Danny Garaway
Director

Valid from: 05 January 2022