

AMCO FM Ltd Privacy Notice

This privacy policy sets out how AMCO FM Ltd collects, stores, uses and protects any information that you provide to AMCO FM Ltd when you use our website.

By registering with us you are consenting to AMCO FM Ltd processing your personal data in accordance with this policy.

AMCO FM Ltd will review and update this policy as and when required, therefore you should always check back to this policy to ensure that you are aware of any changes.

Collection of data

AMCO FM Ltd collects information about you when you use our website in the following ways:

- via cookies
- by completing forms
- subscribing to newsletters
- submitting an enquiry
- requesting information
- completing a survey

AMCO FM Ltd is committed to ensuring that your privacy is protected. Should we ask you to provide certain information, by which you can be identified, you can be assured that it will only be used in accordance with this policy.

How we use cookies

A cookie is a small file which is placed on your computer / device when you access a website. Cookies allow a website to recognise your computer / device.

- **Session Cookies** – these expire at the end of your browsing session.
- **Persistent Cookies** - these reside on your computer device for a longer period of time.

AMCO FM Ltd website uses both types of cookie. However, no personal information such as your email address is stored on this website. We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

In general, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us. 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. This, however, may prevent you from taking full advantage of the website.

Links to other websites

Our website may contain links to the websites of our partners, regulators, affiliates or third party organisations. When using these links please be aware that you will leave our site and 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 other sites and as such, these sites are not governed by this privacy statement.

We recommend that you exercise caution and look at the privacy statement applicable to the website in question before submitting any personal information.

How we use the information submitted on forms

Our employees may access information about you to maintain our records, or to help improve our service. The information we collect through enquiries or booking forms on our website is used to respond to those enquiries or to process administration tasks within AMCO FM Ltd such as:

- sending newsletters and/or notifications if you have signed up to receive them
- to provide you with information about our products or services
- updating our administration records

Keeping your data secure

We will comply with all relevant legislation, including the Data Protection Act 1998 and GDPR regulations May 2018 and are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure to this information we have put in place suitable procedures to safeguard and secure the information we collect online.

Controlling your personal information

For your protection, we will not sell, distribute or lease any personally identifiable information collected via the web to third parties without your permission unless under certain conditions. For example, we may be required to provide information to our regulators or if we are required by law to do so.

Your rights

Under the GDPR, you have various rights with respect to our use of your personal data:

Right to Access

You have the right to request a copy of the personal data that we hold about you. You should include with your request information that will enable us to verify your identity. We will respond within 1 month of your request. Please note that there are exceptions to this right. We may be unable to make all information available to you if, for example, making the information available to you would reveal personal data about another person, if we are legally prevented from disclosing such information, or if there is no basis for your request, or if it is excessive. If can request a copy of the information we hold about you at any time by contacting us at personaldata@amcofm.co.uk.

Right to rectification

We aim to keep your personal data accurate and complete. We encourage you to contact us using the contact details provided below to let us know if any of your personal data is not accurate or changes, so that we can keep your personal data up-to-date. If we hold any inaccurate or incomplete information about you then please contact us at personaldata@amcofm.co.uk.

Right to erasure

You have the right to request the deletion of your personal data where, for example, the personal data are no longer necessary for the purposes for which they were collected, where you withdraw your consent to processing, where there is no overriding legitimate interest for us to continue to process your personal data, or your personal data has been unlawfully processed. If you would like to request that your personal data is erased, please contact us at personaldata@amcofm.co.uk.

Right to object

In certain circumstances, you have the right to object to the processing of your personal data where, for example, your personal data is being processed on the basis of legitimate interests and there is no overriding legitimate interest for us to continue to process your personal data, or if your data is being processed for direct marketing purposes. If you would like to object to the processing of your personal data, please contact us at personaldata@amcofm.co.uk.

Right to restrict processing

In certain circumstances, you have the right to request that we restrict the further processing of your personal data. This right arises where, for example, you have queried the accuracy of the personal data we hold about you and we are verifying the information, you have objected to processing based on legitimate interests and we are considering whether there are any overriding legitimate interests, or the processing is unlawful and you elect that processing is restricted rather than deleted. Please contact us using personaldata@amcofm.co.uk.

Right to data portability

In certain circumstances, you have the right to request that some of your personal data is provided to you, or to another data controller, in a commonly used, machine-readable format. This right arises where you have provided your personal data to us, the processing is based on consent or the performance of a contract, and processing is carried out by automated means. If you would like to request make such request, please contact us at personaldata@amcofm.co.uk.

Please note that the GDPR sets out exceptions to these rights. If we are unable to comply with your request due to an exception we will explain this to you in our response.

Unsubscribing

If you have previously agreed to us using your personal information e.g. when you have attended a AMCO FM Ltd event or completed any AMCO FM Ltd forms or surveys, you may change your mind at any time. If you wish to unsubscribe from any future marketing communications please contact us at unsubscribe@amcofm.co.uk.

Contact us

Any queries relating to this statement should be made to personaldata@amcofm.co.uk.or alternatively you can write to:

AMCO FM Ltd
9-15 Hitchin Street
Hertfordshire
SG7 6AL