

# JEM Engineering and Fabrication Ltd customer privacy notice

This privacy notice tells you what to expect us to do with your personal information.

## Contact details

### Post

22 Stapledon Road, Orton Southgate, Peterborough, Cambs, PE2 6TD, GB

### Telephone

01733 310562

### Email

[info@jemengineering.co.uk](mailto:info@jemengineering.co.uk)

## What information we collect, use, and why

We collect or use the following information to **provide services and goods, including delivery**:

- Names and contact details
- Addresses
- Date of birth
- Purchase or account history
- Payment details (including card or bank information for transfers and direct debits)
- Credit reference information
- Account information
- Website user information (including user journeys and cookie tracking)
- Photographs or video recordings

- Information relating to compliments or complaints
- Information relating to sponsorship

We also collect or use the following information to **provide services and goods, including delivery**:

- Racial or ethnic origin
- Health information
- Sexual orientation information

We collect or use the following information for **the operation of customer accounts and guarantees**:

- Names and contact details
- Addresses
- Payment details (including card or bank information for transfers and direct debits)
- Purchase history
- Account information, including registration details
- Information used for security purposes
- Marketing preferences

We collect or use the following information to **prevent crime, prosecute offenders, or defend against legal action**:

- Names and contact information
- Customer or client accounts and records
- Criminal offence data (including Disclosure Barring Service (DBS), Access NI or Disclosure Scotland checks)
- Video and CCTV recordings of public areas (including indoor and outdoor spaces)
- Financial transaction information
- Information relating to health and safety

We collect or use the following information for **service updates or marketing purposes**:

- Names and contact details
- Addresses
- Marketing preferences
- Location data
- Recorded images, such as photos or videos
- Purchase or viewing history
- Website and app user journey information
- Information relating to sponsorship
- Records of consent, where appropriate

We collect or use the following information to **comply with legal requirements**:

- Name
- Contact information
- Identification documents
- Financial transaction information
- Criminal offence data (including Disclosure Barring Service (DBS), Access NI or Disclosure Scotland checks)
- Health and safety information

We collect or use the following information for **recruitment purposes**:

- Contact details (eg name, address, telephone number or personal email address)
- Date of birth
- National Insurance number
- Copies of passports or other photo ID

- Employment history (eg job application, employment references or secondary employment)
- Education history (eg qualifications)
- Right to work information
- Details of any criminal convictions (eg Disclosure Barring Service (DBS), Access NI or Disclosure Scotland checks)
- Security clearance details (eg basic checks and higher security clearance)

We also collect or use the following information for **recruitment purposes**:

- Racial or ethnic origin
- Religious or philosophical beliefs

## Lawful bases

Our lawful bases for collecting or using personal information to **provide services and goods** are:

- Consent
- Contract
- Legal obligation
- Legitimate interest:
  - we're collecting or using the information because it benefits the person, our organisation or someone else
- Public task

Our lawful bases for collecting or using personal information for **the operation of customer accounts and guarantees** are:

- Consent
- Contract
- Legal obligation

- Legitimate interest:
  - we're collecting or using the information because it benefits the person, our organisation or someone else
- Public task

Our lawful bases for collecting or using personal information to **prevent crime, prosecute offenders or defend against legal action** are:

- Consent
- Legal obligation

Our lawful bases for collecting or using personal information for **service updates or marketing purposes** are:

- Consent
- Contract
- Legitimate interest:
  - we're collecting or using the information because it benefits the person, our organisation or someone else

Our lawful bases for collecting or using personal information for **legal requirements** are:

- Consent
- Contract
- Legal obligation

Our lawful bases for collecting or using personal information for **recruitment purposes** are:

- Consent
- Contract
- Legal obligation

Where we get personal information from

- People directly
- Publicly available sources

## How long we keep information

[Paste your retention schedule here.]

[You said you had a retention schedule, but it wasn't available online. You can paste it above - you must not publish the privacy notice without it.]

## Who we share information with

Data processors

### **Peak Flow**

This data processor does the following activities for us: Factoring

Others we share personal information with

- Organisations we need to share information with for safeguarding reasons
- Professional or legal advisors
- Financial or fraud investigation authorities
- External auditors or inspectors
- Professional consultants
- Organisations we're legally obliged to share personal information with
- Emergency services (where necessary)

## Your data protection rights

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your personal data.

**Your right to rectification** - You have the right to ask us to rectify personal data you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal data in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal data in certain circumstances.

**Your right to object to processing** - You have the right to object to the processing of your personal data in certain circumstances.

**Your right to data portability** - You have the right to ask that we transfer the personal data you gave us to another organisation, or to you, in certain circumstances.

**Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent.

You don't usually need to pay a fee to exercise your rights. If you make a request, we have one calendar month to respond to you.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

## How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

## Last updated

8 June 2024