

## Privacy Notice for Customers

Incentive FM Group Ltd (including Incentive Facilities Management Ltd, Incentive QAS Ltd, Incentive Lynx Security Ltd, Incentive Tec Ltd, SWC Ltd, Incentive Tec Fire & Security Ltd, Incentive FM Consultancy Ltd, Weston Electrical Services Ltd and Weston Electrical & Mechanical Services Ltd). “the Company”

Incentive FM Group Ltd is a Facilities Management Company providing a dynamic approach to facilities management based on quality and results delivered by a flexible, highly motivated team. With group companies and divisions specializing in consultancy, cleaning, catering, security, maintenance and engineering we also provide solutions to organisations not requiring a full FM service.

Incentive FM Group Ltd is committed to keeping your information secure and managing it in accordance with our Privacy Notice, shared only with third parties by request or in the execution of our services.

### Scope

This Privacy Notice explains how we collect, use and look after your personal information including when you visit our website and your rights with regard to this.

“Website” means the website you are using ([www.incentive-fmgroup.com](http://www.incentive-fmgroup.com)) and any subdomains of this site (e.g. Incentive-fm.com, Incentive-qas.com) unless expressly excluded by their own terms and conditions. It does not extend to any websites that can be accessed from this website including, but not limited to, any links we may provide to social media websites.

### Personal data

Under the EU’s General Data Protection Regulation (GDPR) personal data is defined as:

“any information relating to an identified or identifiable natural person ('data subject'); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person”.

### How we use your information

This privacy notice tells you how we, Incentive FM Group Ltd, will collect and use your personal data.

### Why does the Company need to collect and store personal data?

We need to collect personal data for correspondence purposes and for service provision. In any event, we are committed to ensuring that the information we collect and use is appropriate for this purpose, and does not constitute an invasion of your privacy.

In terms of being contacted for marketing purposes, Incentive FM Group Ltd would contact you for additional consent.

## Will the Company share my personal data with anyone else?

We may pass your personal data on to third-party service providers contracted to the Company in the course of dealing with you or if legally required to do so. Any third parties that we may share your data with are obliged to keep your details securely, and to use them only to fulfill the service they provide to you on our behalf. Where third parties are involved we will have a contract in place to ensure that the nature and purpose of the processing is clear, that they are subject to a duty of confidence in processing your data and that they will only act in accordance with our written instructions.

## How is data collected?

Individual, personal and sensitive data is collected from the forms, correspondence received by us and from visiting our website. We may also collect information when you voluntarily complete client surveys or provide feedback to us.

Information relating to the use of our website is collected via cookies. These collect standard internet log information and visitor behavior information, which is tracked via the use of:

### Google Analytics

Incentive use Google Analytics to analyse the use of this website and to understand how the site is being used so we can keep improving the user experience.

All user data is anonymous. Google analytics generates statistical and other information about website use by means of cookies, which are stored on users' computers.

Google stores this information. Details of how Google Analytics uses cookies can be found on Google's help pages

### Social Media

Incentive use social media website functionality such as Facebook (Like and Share buttons), their policy is listed here:

<http://www.facebook.com/about/privacy/>

Incentive also use Twitter (Retweet and Tweet buttons), their policy is listed here:

<http://twitter.com/privacy>

### Third Party websites

This website contains links to other websites. We are not responsible for the privacy policies or practices of third party websites.

## How will the Company use the personal data it collects about me?

The Company will process the information you provide in a manner compatible with the EU's General Data Protection Regulation (GDPR). We will endeavor to keep your information accurate and up to date, and not keep it for longer than is necessary. Incentive FM Group Ltd is required to retain information in accordance with the law, such as information needed for income tax and audit purposes. How long certain kinds of personal data should be kept may also be governed by specific business-sector requirements and agreed practices. Personal data may be held in addition to these periods depending on individual business needs.

## Under what circumstances will the Company contact me?

Our aim is not to be intrusive, and we undertake not to ask irrelevant or unnecessary questions. Moreover, the information you provide will be subject to rigorous measures and procedures to minimise the risk of unauthorised access or disclosure.

## Can I find out the personal data that the Company holds about me?

Incentive FM Group Ltd at your request can confirm what information we hold about you and how it is processed.

As a data subject, you have a number of rights. You can:

- access and obtain a copy of your data on request;
- require the organisation to change incorrect or incomplete data;
- require the organisation to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing;
- object to the processing of your data where the organisation is relying on its legitimate interests as the legal ground for processing; and
- ask the organisation to stop processing data for a period if data is inaccurate or there is a dispute about whether or not your interests override the organisation's legitimate grounds for processing data.

If you would like to exercise any of these rights, please contact the Data Protection Officer by emailing [dataprotection@incentive-fm.com](mailto:dataprotection@incentive-fm.com)

We may need to request specific information from you in order to confirm your identity to access personal information or exercise any other of your rights.

### Reporting a concern to us or to the Information Commissioner's Office

If you have a concern regarding how we handle your personal data then we kindly request that you inform us about it first so that we can work with you in an effort to resolve it.

You can report a concern or raise a complaint with us initially by contacting your usual contact or speaking to a member of staff on 0207 979 7769 who will put you in contact with the data protection manager or email [dataprotection@incentive-fm.com](mailto:dataprotection@incentive-fm.com)

Alternatively, you can write to us by sending your letter to:

Data Protection Officer  
Incentive FM Group Ltd  
Unit 4 Kingley Park  
Station Road  
Kings Langley  
Hertfordshire  
WD4 8GW

We aim to acknowledge your complaint within two business days and provide a resolution within 28 days. If we are unable to meet this timescale, we will write to notify you in advance.

If you are not satisfied with our proposed resolution to your complaint, you can raise the matter directly with the Information Commissioner's Office (ICO). The ICO will take steps to address your concern and provide guidance and support to us so that we can put things right.

Details as to how to get in touch with the ICO or report a concern can be found on their webpage

<https://ico.org.uk/concerns/>

Tel: 0303 123 1113

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

## Document Owner and Approval

The Data Protection Officer is the owner of this document and is responsible for ensuring that this record is reviewed in line with the review requirements of the GDPR.

### Signature



**Martin Reed**  
**Chief Executive**  
**Date: 24<sup>th</sup> May 2018**