

Privacy Notice

POL0068_PrivacyNotice_V2



Document Control

Documentation Name	POL0068_PrivacyNotice_V2
Date Created	01/05/2023
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Approved By	Laura Rogers

Version Control

Version No.	Version Date	Comments/Amendments
0.1	01/05/2023	Draft
1.0	16/05/2023	Published to the distribution list
1.1	08/02/2024	Company font changed from Verdana to Aptos
V1	14/08/2024	Adapted from the Privacy Policy onto the new template
V2	03/03/2025	Aligned the new policy to the reference policy for candidates

Authorised Distribution List

Name	Role	Email
All LIMA Employees		everybody@lima.co.uk
Publicly accessible via the LIMA website		

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LIMA NETWORKS LTD

PRIVACY NOTICE

Please read this Privacy Notice.

This Privacy Notice relates to how LIMA Networks Ltd (**we/us / our**) holds and processes your personal data (**information**) and your rights in relation to that data.

We are a limited company. Our company registration number is 03475103, and our registered office is at 6 Digital Park, Pacific Way, Salford, Manchester, M50 1DR.

We are registered with the Information Commissioner's Office. Our registration number is Z8760070.

The person responsible for data protection at LIMA Networks Ltd is Ralph Hollingworth (**Data Compliance Manager**), who can be contacted by email at compliance@lima.co.uk or in writing to our registered office address above.

Please note that we have a separate privacy notice relating to the use of closed-circuit television (CCTV) at our premises. Please contact us if you require a copy of this privacy notice.

Our website is www.lima.co.uk.

We are data controllers under the UK data protection legislation. This means that we are responsible for deciding how we hold and use your information. We are required under the data protection legislation to notify you of the details contained in this privacy notice. We have a duty to keep your information secure, and we have appropriate security procedures and technological procedures in place to do so.

1.1 Information that we hold

The information that we hold depends upon the nature of our relationship with you.

1.1.1 Information relating to our customers

We hold information about our customers, or potential customers, being the organisations that we contract with to provide IT services and support services. This includes:

- Business/organisation / company name;
- The name and contact details of Individuals at the business;

- Individuals' email addresses;
- Business and individuals' telephone contact numbers;
- Order history and details of what services that we have provided.

We consider that much of this information may not amount to personal data as defined by the data protection legislation, but as a matter of good practice and for the purposes of transparency, we include this in our policies.

It is important to note that our customers are not individuals.

1.1.2 **Marketing**

We hold and process the following information for marketing purposes:

- (a) For those who are our customers, the customer's name, our contacts at the customer's business email contact address/es and postal address;
- (b) For businesses to whom we would like to supply our Services and targets, the contact names of individuals, their business name(s), business email address(es), and postal addresses.

Whilst this, therefore may not in all cases be personal data (given it relates to a business rather than the individual themselves) we include this for the purposes of transparency.

1.1.3 **Visitors to our website**

We retain information from those who visit our website. This is through our use of cookies which retain information from the website user. Please see our [cookie policy](#) for further information about what this data comprises and how long we hold it for.

1.1.4 **CCTV**

Please refer to our CCTV Privacy Notice.

1.1.5 **Employment Candidates**

Please refer to our HR Data Protection Policy.

1.1.6 **Others**

We retain contact details of those who supply goods and services to us as well of those with whom we have professional relationships both in the IT industry, others in the community in which we are based and also with whom we have common interests or goals.

This information comprises company or organisation name, contact names, email addresses, postal addresses, telephone numbers, and, in some cases where we pay for goods or services provided to us, bank details.

We do not consider that this strictly comprises personal data under the data protection legislation as it relates to businesses, but we include the same in this privacy notice for transparency purposes.

1.2 Why we hold this information and how long we hold it for

Again, this depends on the nature of our relationship with you.

1.2.1 Our customers

We hold this information as it is necessary for us to do so for the purpose of fulfilling a contract with the customer (whether this is directly or indirectly) or in anticipation that we may enter into a contract with them.

The information is retained in electronic form for so long as the contract / period of engagement remains in place. Thereafter, whilst some may be retained for marketing purposes, the remainder is deleted.

1.2.2 Marketing

We hold this information for a number of reasons:

- (a) for specific marketing campaigns;
- (b) to receive newsletters;
- (c) for our customers or prospective customers or where enquiries are made whether through our website or where specific enquiries are made relating to our Services.

The lawful basis upon which we process this information is that it is necessary for us to do so in the legitimate interests of our business.

When issuing marketing material, we provide for the recipient to opt out of receiving further and future material from us.

Information held by us for the purposes set out in 2 (a) to (c) above is held indefinitely unless the recipient should opt out in which case it is deleted.

1.2.3 Visitors to our website

We process this information on the lawful basis that it is necessary for us to do so in the legitimate interests of our business to monitor website use and the pages / products of interest but also in the legitimate interests of the visitor to our website as it facilitates their use of the website and enhances their experience.

The period of time for which the various data is taken by cookies is as set out in our [Cookie Policy](#)

1.2.4 Others

We hold this information as it is necessary for us to do so to record and have reference to goods and services we have received, those with whom we have relationships, the basis of those relationships and what has happened in the past and to facilitate any future plans, work, or services required.

It is therefore necessary to hold this information in the legitimate interests of our business.

This information is held indefinitely although may be deleted as and when we cease to have use or need for the goods and services.

1.3 Data sharing

We may share data with third parties, our legal advisers and auditors where we deem it necessary to do so.

Except for legal advisers and auditors, we have data processing agreements in place where we need to share data for the provision of our Services under a contract.

Your data will not otherwise be shared with any other third party without your consent.

Information is not held outside the United Kingdom.

1.4 Automated processing

We do not process information by automated means, nor do we use profiling.

1.5 Your rights

- (i) You have the right to request copies of any information that we hold relating to you.
- (ii) We are obliged to ensure that all information that we hold about you is up to date and correct. If you believe this not to be the case, you should let us know.
- (iii) You can ask that information that we hold about you is erased or deleted.
- (iv) You may ask that we restrict processing all, or some, of your information.
- (v) You can object to us processing your information used for marketing purposes.

1.6 How to exercise your rights

If you would like to exercise any of your rights, please email compliance@lima.co.uk or write to us at the registered address given at the top of this Notice. We will then consider

your request and action the same as necessary although in some circumstances we may have a legitimate reason for not being able to action your request. If this should be the case then we will notify you of the reason why.

1.7 If you have cause for complaint

If you have any cause for complaint, or do not believe that we are processing your information fairly or in line with our obligations as a data controller, then we would ask that you contact us in the first instance with your concerns although you are not obliged to do so and you may contact the Information Commissioner's Office whose details can be found at www.ico.org.uk