

Privacy Notice – General Data Protection Regulation (GDPR) Awareness Statement

We take your privacy very seriously at Reactive Zero Two Limited. Please read this privacy policy carefully as it contains important information on who we are and how and why we collect, store, use and share your personal information. It also explains your rights in relation to your personal information and how to contact us or supervisory authorities in the event you have a complaint.

We collect, use and are responsible for certain personal information about you. When we do so we are subject to the General Data Protection Regulation (otherwise referred to as the Data Protection Act 2018), which applies across the United Kingdom, and European Union and we are responsible as the 'Data Controller' of that personal information for the purposes of those laws.

Personal Data Definition

The law defines 'personal data' as any information that can be used to identify an individual.

Personal Data we collect and hold

This is information about you that you give us by entering information via our websites, our social media pages, by contracting with us or by correspondences with us by phone, email or otherwise is provided entirely voluntarily. The personal data Reactive Zero Two Limited holds about you relates to your;

- **Identity Data** - includes first name, maiden name, last name, username or similar identifier, marital status, title, date of birth and gender.
- **Contact Data** - includes billing address, delivery address, email address and telephone numbers.
- **Technical Data** - includes internet protocol (IP) address, your login data, browser type and version, operating system and platform, and other technology on the devices you use to access this website.
- **Profile Data** - includes your interests, preferences, feedback and survey responses.
- **Usage Data** - includes information about how you use our website and services.
- **Marketing and Communications Data** - includes your preferences in receiving marketing from us and our third parties and your communication preferences.

We do not collect any Special Categories of Personal Data about you. This includes details about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, information about your health, and genetic and biometric data.

Personal data storage

Reactive Zero Two limited holds personal data on servers that are within the UK and protected from the internet via firewalls. Anti-virus protection is in placed on the servers and on individual PC's and laptops. Physical and administrative access to servers is restricted to our external IT provider. Physical and remote access to hosted systems is restricted to our IT providers support staff only. Third party access is sometimes arranged for, in conjunction with the IT provider, usually for the purpose of application support. In addition, paper records are retained for orders raised which may contain personal data, which, once the order has been processed, and secured within a locked secure caged area.

Personal data usage

Reactive Zero Two Limited do not use your personal data for any other reason other than for business and administrative purposes.

Personal Data Reporting

Personal data is used to report on the performance of the organisation including statistical information, customer satisfaction and audits.

Personal data legal compliance

Personal data is collected, processed and stored in accordance with current data regulations. Where possible and practical, personal data is processed with the consent of the person concerned, however, there are times where there is a legal obligation, public interest or legitimate business interest in collating and processing personal data which overrides an individual's wishes. Examples include for tax law enforcement requirements.

Third parties

We do not disclose or sell your personal details to any third parties

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Data Controller Contact details	Reactive Zero Two Limited, Unit 31 Wilks Avenue, Questor Trade Park, Hawley Road, Dartford, Kent, DA1 1JS
Data Protection officer	Toby@reactive02.co.uk
Purpose of the processing	<p>We may use and process your personal information where it is necessary for us to pursue our legitimate interests as a business, examples include;</p> <ul style="list-style-type: none"> • To maintain our relationship with you as a customer and/or client. • To process orders and provide/receive agreed services to/with you • For general administration including managing your queries, complaints and to provide updates on progress of works • For invoicing, processing payments, account set up and maintenance • To communicate with you, including to respond to information requests, enquiries submitted and/or to obtain feedback on our products and services • For record keeping, statistical analysis and internal reporting • To correspond and communicate with you • To notify you about changes to our services • To decide on and notify you about price changes
Recipient or categories of recipients of the shared data	Appropriate data will be shared for processing only with those who have a legitimate and contracted business reason. Additionally only those who have access to your personal details will only normally have access to that which they need to full their roles
Retention period	The data will be retained for active use during the processing and thereafter according to the organisations retention policy and data laws
Right to complain	<p>Should you have a complaint relating to the handling of your personal identifiable data, in the first instance please forward your concerns to;</p> <ul style="list-style-type: none"> • Via post- Reactive Zero Two Limited, Unit 31 Wilks Avenue, Questor Trade Park, Hawley Road, Dartford, Kent, DA1 1JS • Via Email – enquiries@reactive02.co.uk • Via Internet – via the contact form on our website at www.reactivezerotwogroup.co.uk <p>Thereafter if you believe the organisation has not addressed your complaint related to the management of your personal data you have a right to complain to the information Commissioners Office (ICO), you can use this link https://ico.org.uk/global/contact-us/</p> <p>Or calling their helpline Tel: 03030 123 1113 (local rate) or 01625 545 745 (national rate)</p>

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This statement shall be subject to an annual review, but Reactive Zero Two Limited will keep our privacy policy under regular review.

Version 3

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AUTHORISED BY:



Toby Gale

Operations Director of Reactive Zero Two Ltd

Reviewed 10th January 2024