

## Privacy Policy & Terms of Use – 31st March 2023

This privacy policy explains how Pareto FM Ltd uses any personal information that we collect about you through interaction with Pareto FM Ltd. At Pareto FM we are committed to safeguarding and preserving your privacy.

The following Privacy Policy sets out our practices with regards to the personal information we collect from users of Pareto FM, including what happens to your personal information, as well as how we use cookies on our website.

By using our services, you are bound by the following Privacy Policy, so please read it carefully, and do get in touch if you have any questions. If you are not in agreement with the Privacy Policy, please do not use our services.

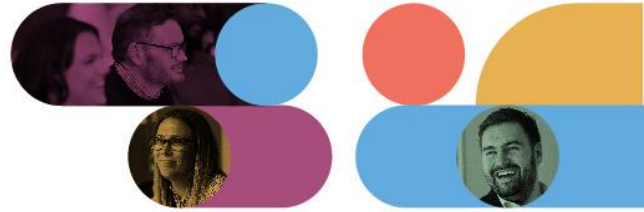
This Privacy Policy applies to personal information processed by or on behalf of:  
Pareto FM Limited, Company Number 09070750

### Our Data Protection Officer

We have a dedicated Data Protection Officer (“DPO”). You can contact the DPO using [info@paretofm.com](mailto:info@paretofm.com).

### What Information do we collect about you?

We collect information about you when you enter into a contract with Pareto FM as a client or as a supplier. Also, when you express an interest with us or place an order for one of our products and services. We also collect information when you voluntarily share your details with us at trade shows by filling in forms or agreeing to pass your data on to us as exhibitors, online when you contact us through our online contact forms or via social media. Website usage information is also collected using cookies. We also collate information if you express an interest in working for Pareto FM Ltd including collating key details through the recruitment process.



## How will we use the information about you?

We collect information about you to process your order, manage your accounts and contracts and to keep you informed of the status / arrange suitable times for completion of the work related to your order or contract with us. We will on occasion use your information to email you about specific products and services related to our other activities with you that we feel you may find interesting such as new services, training courses or new products.

We may share your information with our suppliers or clients if required as part of the completion of works as part of your interests with Pareto FM Ltd and for this purpose only. Pareto FM Ltd will not share your information for marketing purposes with companies outside of Pareto FM. Your information may be stored for up to 7 years after the end of any contractual relationship with Pareto FM Ltd

### Marketing

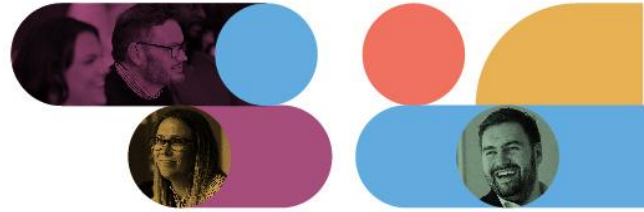
We would like to send you information about products and services of ours and other companies in our group which may be of interest to you. You have the right at any time to stop us from contacting you for marketing purposes or giving your information to other members of our group. If you no longer wish to be contacted by us for marketing purposes, please send us an email to [info@paretofm.com](mailto:info@paretofm.com)

### Data Portability

You have the right for your information to be provided in a machine-readable format to ensure easy transfer between processors. This right is available for all the personal data you have provided to Pareto FM.

## What categories of information do we hold for different groups?

Customer - Name Employee -  
Name Customer - Address  
Employee - Bank Details  
Customer - Contact Name  
Employee - Address Customer  
Contact Email Employee - NI  
Number Customer - Contact



Phone Employee - DOB

Customer - VAT & Company

No. Employee - Absences

Customer - Asset Location Employee -

Contact Details Customer - Asset

Description Employee - Pension Details

Customer - Asset Specifications

Employee - Employment Contract

Customer - Contracts

Employee - Benefits

Customer - Quotations

Employee - Life Assurance Details

Customer - Invoices

Employee - Accidents

Customer - Site Employee -

Disciplinaries Customer -

Address Employee -

Certificates

Customer - Asset Location

Employee - Loans

Customer - Asset Description

Employee - Application Form Customer

Asset Specifications Employee

Passport Details Customer - Company

Certifications Employee - Drivers

License Supplier - Name

Employee - Bank Statement Supplier -

Address

Employee - Application Form

Supplier - Bank Details Employee

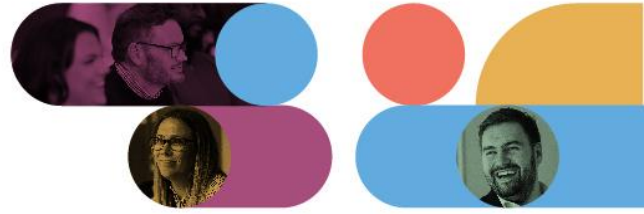
Appraisals Supplier - Contact

Name Employee - Complaints

Supplier - Contact Email

Employee - Rights to Work

Supplier - Contact Phone



Employee - Health & Safety  
Supplier - VAT & Company No.  
Employee - TUPE data  
Supplier - Company Certifications  
Employee - Credit/Criminal checks  
Supplier - Contracts  
Supplier - Quotations Supplier  
Invoices

## Access to your information and correction

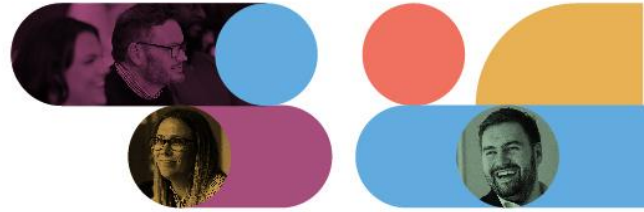
You have the right to request a copy of the information that we hold about you. You also have the right to have any information rectified if you believe it to be incorrect. If you would like a copy of some or all your personal information or to inform us of any corrections you would like made to your data please email [Alishya.Artwell@paretofm.com](mailto:Alishya.Artwell@paretofm.com) or write to us at the below address, if you choose to write to us please ensure you provide a suitable email address if you would like your data in an electronic format otherwise your data will be provided in a paper format. All data will be provided within one month of receipt of your original request unless there are exceptional reasons for not doing so.

## Cookies

Cookies are text files placed on your computer to collect standard internet log information and visitor behavior information. This information is used to track visitor use of the website and to compile statistical reports on website activity. For further information

visit [www.aboutcookies.org](http://www.aboutcookies.org)

You can set your browser not to accept cookies and the above websites tell you how to remove cookies from your browser. However, in a few cases some of our website features may not function as a result.



## Changes to Privacy Policy

We keep our privacy policy under regular review and the latest version will be available on our website at all time. You can also request the latest version of the privacy policy at any time using the contact details on the website.

The privacy policy was last updated on 31/08/2021.

## How to contact us and your right to complain or object

Please contact us if you have any questions about our privacy policy or information we hold about you. You also have the right to object at any time to the processing of your data by Pareto FM Ltd. You also have the right to raise any concerns you may have about the way in which your personal data is being processed or handle using any of the below contact details. Email: [Alishya.Artwell@paretofm.com](mailto:Alishya.Artwell@paretofm.com)

Write to us: Pareto FM Ltd R+ Building, 2 Blagrove Street, Reading, RG1 1AZ

Phone: +44 203 282 7177

If you are unhappy with the response you receive you have the right to complain to the Supervisory Authority the details of which are below.

Supervisory Authority: Information Commissioner's office (ICO).

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