



May 2018

This is the Privacy Notice for Integra Technical Services issued in accordance with the General Data Protection Regulation (GDPR) – please read it carefully.

1. Introduction

This Privacy Notice is to let you know how we handle your personal data. This includes what you tell us about yourself, what we learn by having you as a customer, and the choices you give us about what marketing you want us to send you. This Privacy Notice explains how we do this and tells you about your privacy rights and how the law protects you.

Your personal data is any information relating to you from which you can be identified.

This notice sets out:

- how we will process any personal data that we collect from you and what it will be used for,
- the information that you are entitled to receive from us when we collect your personal data and
- your rights under the General Data Protection Regulation (GDPR) in connection with the way we handle your personal data

Where you provide personal data about another person this Privacy Notice will also apply to that data so please show it to that person. This Privacy Notice applies to any personal data which you may provide to us in person, over the telephone, by e-mail, on our website and/or by post. This Privacy Notice also applies to any personal data which we may collect from third parties about you and/or which we may collect when you access our website and/or in the course of our relationship.

You can choose not to give personal data. We may need to collect personal data by law, or under the terms of a contract and/or relationship that we have with you. If you

choose not to give us this personal data, it may delay or prevent us from meeting our obligations. It may also mean that we cannot perform services so we cancel a product or service you have with us.

Wherever we refer to “processing” of personal data in this Privacy Notice this includes any combination of the following activities: collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction.

This Privacy Notice only applies to personal data collected by or on behalf of Integra Technical Services via the company’s website or by any other means. The company’s website may from time to time contain links to and from other websites (partner networks, advertisers and affiliates). If you follow a link to any external website or alternatively reach our website from a third-party website, please be aware that these websites will have their own privacy policies, separate from ours, and we therefore do not accept any responsibility or liability for these policies. Please check their policies before you submit any personal data to these websites.

2. Our Promise to You

We promise:

- To keep your personal data safe and only process it for legitimate business reasons or on a valid legal basis
- To keep our records up to date and delete or correct inaccurate personal data
- Not to keep your personal data after the purpose has ended
- Not to sell your personal data

3. Who We Are

Integra Technical Services (ITS) UK Ltd is registered at Companies House in the UK, under company registration no. 03348439. Its subsidiary companies include ITS Middle East, ITS North America and ITS Latin America.

Integra Technical Services Asia, Integra Technical Services Australia and Integra Technical Services New Zealand are registered under each local country’s equivalent organisation.

For the purposes of GDPR 2018, you can contact our Data Protection Officer (DPO) at:

The Data Protection Officer,
Integra Technical Services
117 Houndsditch
London
EC3A 7BT.

or by email to dataprotection@integratechnical.com

4. Legal Basis for Processing your Personal Data

We need to have a proper reason under the GDPR whenever we process your personal data ourselves or share it with others. These reasons are:

- To fulfil a contract we have with you or to take steps at your request prior to entering into a contract with you, or
- When it is our legal duty, or
- When there is a legitimate business interest or the legitimate interest of a third party except where such interests are overridden by your interests or your fundamental rights or freedoms, or
- When you consent to it.

A legitimate business interest is when we have a business or commercial reason to process your personal data, but this must not unfairly go against your rights.

5. Information we collect and how we collect it

We may collect personal data from you in the following ways:

- when you make an enquiry and register your interest via our website
- when you contact us in person, over the telephone, by email or by post
- in customer surveys
- when you use our services

We may collect your personal data from third parties we work with including:

- Insurers
- Reinsurers
- Brokers
- Reinsurance Brokers
- Insurance Buyers
- Forensic Accountants
- Lawyers
- Other experts

The type of information we may ask you to provide about yourself and therefore collect includes, but is not limited to:

- Contact Details: Name, address, contact telephone number (mobile and landline), e-mail address
- Your Company's Name, address and telephone number

Please note that we may require this information to be able to respond to your enquiry or to provide our services or marketing information to you. You can however

at any time tell us to change or remove any personal data or to stop or restrict the processing of your personal data.

6. How we use your Personal Data

We may use the personal data collected/provided by you as follows:

1. To respond to your enquiry.
2. To send you information about our services, including any changes to the services we provide.
3. To keep our records up to date.
4. To develop and carry out marketing activities.
5. To comply with laws and regulations that apply to us.
6. To detect, investigate, report, and seek to prevent financial crime and fraud.
7. To monitor customer satisfaction.
8. To run our business in an efficient and proper way. This includes managing our financial position, business capability, planning, communications, corporate governance, and audit.

Where we have stated above that our grounds are that we have your consent, we will understand your consent to have been given when you expressly accept these terms. You can withhold or withdraw your consent at any time using the contact details for our Data Protection Officer in this notice.

If we intend to use your personal data for any purpose not stated above we will first notify you of the intended use and the legal grounds.

7. Sharing your Personal Data

We may disclose your personal data within our company including outside the EEA, and we may disclose it to third parties in certain circumstances for example to (Re)Insurers, (Re)Insurance Brokers, Insurance Buyers, Lawyers, Forensic Accountants, Other Experts.

Your personal data may be transferred outside the UK and the European Economic Area to other Integra Technical Services offices.

8. Protecting your information

We will seek to keep your personal data secure by taking appropriate technical and organisational measures against unauthorised or unlawful processing and against accidental loss, destruction or damage.

Only authorised personnel and third parties will have access to your personal data. If you are logging on to our Client Portal it is your responsibility to protect log in details. You must treat these as confidential and must not share or disclose your log in details to any other party.

We will retain your personal data for no longer than the period of time needed for the purposes that we collected the data and for as long as we have legal grounds to retain it. There is no fixed period after which all record of your personal data will be deleted as this will depend on the circumstances and the purposes of the processing but we will take steps and maintain policies to keep retention under proper review. We will not seek your consent before deleting any personal data.

9. Changes to this Privacy Notice

Any changes we may make to this Privacy Notice in the future will be posted on this website and, where appropriate, notified to you by e-mail. Please check back frequently to see any updates or changes to this Privacy Notice.

10. Your Right of access to your Personal Data

You have the right to access your personal data including us providing to you, without charge, a copy (which may be in electronic form) of any of your personal data that we are holding or using (referred to as “processing”) or that third parties are processing on our behalf.

Requests for this information or a copy of your personal data should be in writing, enclosing proof of identification, confirming your name, your employer’s name and address and should be addressed to:

The Data Protection Officer,
Integra Technical Services
117 Houndsditch
London
EC3A 7BT.
or by email to dataprotection@integratechnical.com

11. Your Right to Removal or Correction of Personal Data and to Restriction of Processing

You have the following rights under GDPR:

- a right to request us to correct inaccurate or incomplete data (“Right to rectification”)
- a right to request us to delete any of your personal data. In certain circumstances we may wish to retain data and if GDPR allows us to do so we will inform you of our grounds (“Right to erasure” or “Right to be forgotten”)
- a right to request us to stop or to restrict any aspect of the processing of your personal data. In certain circumstances we may wish to continue and if GDPR allows us to do so we will inform you of our grounds (“Right to restriction of processing”).

In each case we will tell you what action we are taking and we will also notify any third party to whom the data has been disclosed.

12. Your Right to Complain to the Regulator

Please let us know if you are unhappy with how we have processed your personal data. You can contact us by writing to or emailing the Data Protection Officer at the email / office address given above.

You have the right to lodge a complaint with the Information Commissioners Office (ICO) which is the UK supervisory authority for the processing of personal data. Further details are available on the ICO's website.

13. Enquiries and to Exercise your Rights

If you have any questions, or want more details about how we process your personal data, or if you wish to exercise any of your rights you can contact us by writing to or emailing the Data Protection Officer at the email / office address given above.