

## **PRIVACY STATEMENT**

### **Overview**

- NJC Secretarial is committed to protecting the privacy of our clients and users of our website.
- Information submitted to us via the contact form on the website, by direct contact via email or telephone, or through cookies on our website is only used for the purposes of providing our primary services. We will not send unsolicited marketing emails.
- NJC Secretarial is registered with the Information Commissioner as a data controller, registration number ZA167458.

### **Security and Privacy Summary**

- All data collected and submitted is treated with the strictest confidentiality.
- NJC Secretarial aims to comply with all GDPR regulations.
- No sensitive or personal data other than email address and name is collected via the website.
- We do not collect contact information for any marketing purposes.
- We do not disseminate personal information to any third parties whatsoever.
- All staff are subject to an in-house confidentiality agreement.
- NJC Secretarial can provide a client confidentiality agreement if requested and we are always happy to sign clients' own confidentiality agreements or NDAs.

### **Storage and Retention Summary**

- Clients can request deletion of data at any time.
- Collected customer data is managed via upload to a secure, folder via the website which is encrypted via an SSL certificate. Each customer wishing to use this facility, has a private login with a link and password known only to them and to the proprietor of NJC Secretarial. Upon completion of a job/project, the folder is deleted and no longer available to either the client or NJC Secretarial. Clients may also submit data via their own in-house FTP facility.
- Booked audio is retained for no more than 14 days from job completion and will then be electronically shredded.
- Completed transcripts will be retained no longer than 14 days from completion and will then be securely electronically shredded.

## **Privacy Policy**

- The website NJC Secretarial is operated by NJC Secretarial, a sole trader business whose registered address is 1, Letham Hill Farm Cottage, Cornhill on Tweed, Northumberland, TD12 4TP.
- The company is registered with the Information Commissioner as a data controller, registration number ZA167458.

## **Information we Collect**

- No statistical or personal information is collected via our website.
- Should you email us via the website, your email address and name (which are required) are not stored on the website.

## **How we use your Personal Information**

The information you provide to NJC Secretarial (limited to: name, organisation, email address and phone number) will be kept confidential. We will hold and use any information purely for our legitimate business purposes including:

- Identifying you when you upload files to our system.
- To provide a transcription service to you.
- To fulfil any contractual obligations with our clients.
- To release personal information to regulatory or law enforcement agencies, if we are required or permitted to do so.

## **The Legal Basis for Processing your Personal Information**

Under GDPR the main grounds that we rely upon in order to process personal information is the following:

- It is necessary for entering into or performing a contract.
- In order to perform obligations that we undertake in providing a service to you or in order to take steps, at your request, to enter into a contract with us, it will be necessary for us to process your personal data.

## **Third Parties**

We will not share your personal information with any third parties.

## **Use of Cookies and Tracking Technology**

We only use strictly necessary cookies: these cookies are essential in order to enable you to move around the website and use its features.

## **Security**

We respect your information and have put in place measures to ensure the security of information we collect and store. We are committed to protecting your personal data from unauthorised disclosure and/or access.

You have certain rights in relation to personal information we hold about you. Details of these rights and how to exercise them are set out below. Please note that we will require evidence of your identity before we are able to act on your request.

## **Right of Access**

You have the right at any time to ask us for a copy of any personal information about you that we hold.

To the extent that we are processing your personal information based on your consent, you have the right to withdraw your consent at any time.

## **Complaints**

If you are unhappy about our use of your personal information, you may contact us at [enquiries@njcsecretarial.com](mailto:enquiries@njcsecretarial.com). You are also entitled to lodge a complaint with the UK Information Commissioner's Office.

## **Changes to our Privacy Policy**

If we change our privacy policy in the future, we will advise you of any material changes to the policy by email.