
PRIVACY POLICY

BACKGROUND:

Granville Credit Control Services understands that your privacy is important to you and that you care about how your personal data is used. We respect and value the privacy of everyone who visits this website, <https://granvillecreditcontrolservices.co.uk> ("Our Site") and will only collect and use personal data in ways that are described here, and in a way that is consistent with our obligations and your rights under the law.

Please read this Privacy Policy carefully and ensure that you understand it.

1. Information About Us

Our Site is owned and operated by Granville Credit Control Services, a limited company registered in England under company number 15019277.

Registered address: St. James House, Hollinswood Road, Telford, TF2 9TZ

Main trading address: St. James House, Hollinswood Road, Telford, TF2 9TZ

VAT number: 447 7085 65.

Data Protection Officer: Granville Credit Control Services.

Email address: info@granvillecreditcontrolservices.co.uk.

Telephone number: 01952 936866.

Postal address: St. James House, Hollinswood Road, Telford, TF2 9TZ

2. What Does This Policy Cover?

This Privacy Policy applies only to your use of Our Site. Our Site may contain links to other websites. Please note that we have no control over how your data is collected, stored, or used by other websites and we advise you to check the privacy policies of any such websites before providing any data to them.

3. What Is Personal Data?

Personal data is defined by the UK GDPR and the Data Protection Act 2018 (collectively, "the Data Protection Legislation") as 'any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier'.

Personal data is, in simpler terms, any information about you that enables you to be identified. Personal data covers obvious information such as your name and contact details, but it also covers less obvious information such as identification numbers, electronic location data, and other online identifiers.

4. What Are My Rights?

Under the Data Protection Legislation, you have the following rights, which we will always work to uphold:

- a) The right to be informed about our collection and use of your personal data. This Privacy Policy should tell you everything you need to know, but you can

always contact us to find out more or to ask any questions using the details in Part 12.

- b) The right to access the personal data we hold about you. Part 11 will tell you how to do this.
- c) The right to have your personal data rectified if any of your personal data held by **us** is inaccurate or incomplete. Please contact us using the details in Part 12 to find out more.
- d) The right to be forgotten, i.e. the right to ask us to delete or otherwise dispose of any of your personal data that we hold. Please contact **us** using the details in Part 12 to find out more.
- e) The right to restrict (i.e. prevent) the processing of your personal data.
- f) The right to object to **us** using your personal data for a particular purpose or purposes.
- g) The right to withdraw consent. This means that, if we are relying on your consent as the legal basis for using your personal data, you are free to withdraw that consent at any time.
- h) The right to data portability. This means that, if you have provided personal data to us directly, we are using it with your consent or for the performance of a contract, and that data is processed using automated means, you can ask us for a copy of that personal data to re-use with another service or business in many cases.
- i) Rights relating to automated decision-making and profiling. We do not use your personal data in this way.

For more information about our use of your personal data or exercising your rights as outlined above, please contact **us** using the details provided in Part 12.

It is important that your personal data is kept accurate and up-to-date. If any of the personal data **we** hold about you changes, please keep **us** informed as long as we have that data.

Further information about your rights can also be obtained from the Information Commissioner's Office or your local Citizens Advice Bureau.

If you have any cause for complaint about our use of your personal data, you have the right to lodge a complaint with the Information Commissioner's Office. **We** would welcome the opportunity to resolve your concerns **ourselves**, however, so please contact **us** first, using the details in Part 12.

5. What Data Do You Collect and How?

Depending upon your use of **Our site**, we may collect and hold some or all of the personal and non-personal data set out in the table below, using the methods also set out in the table. **We** do not collect any 'special category' or 'sensitive' personal data **AND/OR** personal data relating to children **AND/OR** data relating to criminal convictions and/or offences.

Data Collected	How We Collect the Data
Name	Calendly
Email Address, Telephone Number	Calendly

6. How Do You Use My Personal Data?

Under the Data Protection Legislation, **we** must always have a lawful basis for using personal data. The following table describes how we use your personal data, and our lawful bases for doing so:

What We Do	What Data We Use	Our Lawful Basis
Calendar Booking via Calendly	Name, Business Name, Business Address, Email Address, Telephone Number, Date of Booking, Date and Time Scheduled by Website User for Telephone Call or Zoom Meeting	Issue email confirmation of scheduled date and time of reserved telephone call OR Zoom call

With your permission and/or where permitted by law, **we** may also use your personal data for marketing purposes, which may include contacting you by email **AND/OR** telephone **AND/OR** post with information, news, and offers on **our AND/OR** services. You will not be sent any unlawful marketing or spam. **We** will always work to fully protect your rights and comply with **our** obligations under the Data Protection Legislation and the Privacy and Electronic Communications (EC Directive) Regulations 2003, and you will always have the opportunity to opt-out.

We will only use your personal data for the purpose(s) for which it was originally collected unless **we** reasonably believe that another purpose is compatible with that or those original purpose(s) and need to use your personal data for that purpose. If **we** do use your personal data in this way and you wish **us** to explain how the new purpose is compatible with the original, please contact **us** using the details in Part 12.

If **we** need to use your personal data for a purpose that is unrelated to, or incompatible with, the purpose(s) for which it was originally collected, **we** will inform you and explain the legal basis which allows **us** to do so.

In some circumstances, where permitted or required by law, **we** may process your personal data without your knowledge or consent. This will only be done within the bounds of the Data Protection Legislation and your legal rights.

7. How Long Will You Keep My Personal Data?

We will not keep your personal data for any longer than is necessary in light of the reason(s) for which it was first collected. Your personal data will therefore be kept for the following periods (or, where there is no fixed period, the following factors will be used to determine how long it is kept):

Type of Data	How Long We Keep It
Name, Business Name, Email Address, Telephone Number	Three (3) Calendar Months

8. **How and Where Do You Store or Transfer My Personal Data?**

We will only store your personal data in the UK. This means that it will be fully protected under the Data Protection Legislation.

OR

We will only store your personal data within the European Economic Area (the “EEA”). The EEA consists of all EU member states, plus Norway, Iceland, and Liechtenstein. This means that your personal data will be fully protected under the EU GDPR and/or to equivalent standards by law. Transfers of personal data to the EEA from the UK are permitted without additional safeguards.

OR

We will use specific approved contracts which ensure the same levels of personal data protection that apply under the Data Protection Legislation. For further information, please refer to the [Information Commissioner’s Office](#).

Please contact **us** using the details below in Part 12 for further information about the particular data protection safeguard[s] used by **us** when transferring your personal data to a third country.

The security of your personal data is essential to **us**, and to protect your data, **we** take a number of important measures, including the following:

- limiting access to your personal data to those employees, agents, contractors, and other third parties with a legitimate need to know and ensuring that they are subject to duties of confidentiality;
- procedures for dealing with data breaches (the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, your personal data) including notifying you and/or the Information Commissioner’s Office where we are **OR** legally required to do so;

OR

Calendly will store your data in the United States of America.

Calendly will store your appointment information, log and device data (which may include the web address you came from or are going to, your device model, operating system, browser type, unique device identifier, IP address, mobile network carrier, and time zone or approximate location).

If you are an individual located in the European Economic Area, the United Kingdom, Canada or another jurisdiction outside of the United States with laws and regulations governing Personal Data collection, use, and disclosure that differ from United States laws, please be aware that information Calendly collects (including through the use of methods such as Cookies and other web technologies) will be processed and stored in the United States or in other countries where Calendly or their third-party Service Providers have operations. By submitting your Personal Data to Calendly and using Calendly, you expressly consent to have your Personal Data transferred to, processed, and stored in the United States or another jurisdiction which may not offer the same level of privacy protection as those in the country where you reside or are a citizen. (For a list of applicable jurisdictions, you may check their [subprocessors list](#).)

In connection with the operation of its Website, Calendly may transfer your Personal Data to various locations, which may include locations both inside and outside of the European Economic Area. They rely on Standard Contractual Clauses and the UK Addendum to legally transfer Personal Data submitted relating to individuals in the

European Economic Area, the United Kingdom and Switzerland.

Calendly has designated representatives in the European Economic Area and in the United Kingdom in accordance with the applicable requirements in the GDPR and UK GDPR. If you are located in these jurisdictions, you can contact their representatives at any time with any questions you may have about data protection. Their contact details are:

Attn: Privacy Department
Calendly LLC
115 E Main St., Ste A1B
Buford, GA 30518
USA

For EEA Residents - please contact their EU Representative via [email](#). Alternatively, they can be reached by post (DPO Centre Europe, BERLIN: Friedrichstrabe 88, Excellent Business Centre, Berlin, 10117, Germany or (+49 304 0817 3000). You can also contact them [here](#).

For UK Residents: Please contact their UK Representative via [email](#). Alternatively, they can be reached by post (The DPO Centre Ltd, 50 Liverpool Street, London, EC2M 7PY) or (+44 (0) 203 797 6340). You can also contact them [here](#).

9. Do You Share My Personal Data?

We will not share any of your personal data with any third parties for any purposes, subject to the following exception[s].

In some limited circumstances, **we** may be legally required to share certain personal data, which might include yours, if you are **OR** we are involved in legal proceedings or complying with legal obligations, a court order, or the instructions of a government authority.

OR

We may share your personal data with other companies in **our** alliance group for enhancing the services you require which are above and beyond our capability.

We may sometimes contract with the following third parties to supply certain products **AND/OR** services.

Recipient	Activity Carried Out	Sector	Location
Credit Reference Agencies	Credit Check On Debtors	All Sectors	UK
Commercial Financiers	Finance Approval	All Sectors	UK
Insolvency Practitioners	Formal Ceasing of Client Operations at Client Request	All Sectors	UK
Debt Collection Agencies	Legal Recovery of Outstanding Debts	All Sectors	UK

If any of your personal data is shared with a third party, as described above, **we** will take steps to ensure that your personal data is handled safely, securely, and in accordance with your rights, **our** obligations, and the third party's obligations under the law, as described above in Part 8.

If any personal data is transferred outside of the UK, **we** will take suitable steps in order to ensure that your personal data is treated just as safely and securely as it

would be within the UK and under the Data Protection Legislation, as explained above in Part 8.

If **we** sell, transfer, or merge parts of **our** business or assets, your personal data may be transferred to a third party. Any new owner of **our** business may continue to use your personal data in the same way(s) that **we** have used it, as specified in this Privacy Policy.

In some limited circumstances, **we** may be legally required to share certain personal data, which might include yours, if you are **OR** we are involved in legal proceedings or complying with legal obligations, a court order, or the instructions of a government authority.

10. **Can I Withhold Information?**

You may access certain areas of Our Site without providing any personal data at all. However, to use all features and functions available on Our Site you may be required to submit or allow for the collection of certain data.

11. **How Can I Access My Personal Data?**

If you want to know what personal data **we** have about you, you can ask **us** for details of that personal data and for a copy of it (where any such personal data is held). This is known as a “subject access request”.

All subject access requests should be made in writing and sent to the email or postal addresses shown in Part 12. To make this as easy as possible for you, a Subject Access Request Form is available for you to use. You do not have to use this form, but it is the easiest way to tell **us** everything **we** need to know to respond to your request as quickly as possible.

There is not normally any charge for a subject access request. If your request is ‘manifestly unfounded or excessive’ (for example, if you make repetitive requests) a fee may be charged to cover **our** administrative costs in responding.

We will respond to your subject access request within **30 calendar days** and, in any case, not more than one month of receiving it. Normally, **we** aim to provide a complete response, including a copy of your personal data within that time. In some cases, however, particularly if your request is more complex, more time may be required up to a maximum of three months from the date **we** receive your request. You will be kept fully informed of **our** progress.

12. **How Do I Contact You?**

To contact **us** about anything to do with your personal data and data protection, including to make a subject access request, please use the following details [(for the attention of Accounts Department

Email address: accounts@granvillecreditcontrolservices.co.uk.

Telephone number: 01952 936866.

Postal Address: St James House, Hollinswood Road, Central Park, Telford, Shropshire, TF2 9TZ.

13. **Changes to this Privacy Policy**

We may change this Privacy Policy from time to time. This may be necessary, for example, if the law changes, or if **we** change **our** business in a way that affects personal data protection.

Any changes will be immediately posted on **Our Site** and you will be deemed to have accepted the terms of the Privacy Policy on your first use of **Our Site** following the alterations.

We recommend that you check this page regularly to keep up-to-date. This Privacy Policy was last updated on 12 December 2023.