



Fulcrum

# Privacy Policy

## Introduction

Fulcrum Disaster Management Limited has an absolute commitment to respect your privacy and is fully compliant with current laws on data protection.

This policy describes those commitments and explains how we will use any personal data that we collect about you, the rights that you have over any personal data that we hold about you and the procedures that we follow to ensure your privacy is respected and your personal data is kept secure at all times.

This Privacy Policy applies to you if you visit our website, use our “APP”, purchase our professional services or contract with Fulcrum Disaster Management Limited as a freelance contractor or supplier.

## About Fulcrum

Fulcrum Disaster Management Limited specialises in restoring damaged ICT, electrical and mechanical equipment; providing engineering, consulting and restoration services to the insurance industry following major fire, flood and other insured events.

## Personal Data

We capture personal information from clients, their customers and those that we employ in connection with restoration projects. Personal information can be classified as anything that identifies and relates to a living person. For example, a person’s name and contact details.

## Categories of Data

We collect and use the following information in the ordinary course of our business:

- Your contact name
- Your contact address/addresses
- Your contact e-mail address
- Your contact telephone number(s)
- Website addresses
- Via our APP, in addition to storing contact data, we store information on the services and projects that we have carried out for you
- Bank account details (suppliers, freelance contractors only)

- Your account login details that you use to access the Fulcrum APP, including your user name and password.

## How do we use your personal information?

All personal data that we gather about you is used solely in accordance with the current data protection law and this Privacy Policy. We, or third party data processors, acting on our behalf, will process your personal data as follows:

- To perform a contract, such as a project to carry out consultancy work or to perform restoration of damaged equipment;
- As will be required to comply with a legal obligation;
- To ensure that the services that we provide are delivered safely and securely and in compliance with industry regulations;
- To provide you with information about our services, maintain effective customer relations and market events we are holding which we believe may interest you;
- To ensure the security of our website, applications, documentation and technology systems;
- To make certain that we keep accurate financial records to allow us to place orders with, and pay suppliers; pay freelance contractors for their services; and ensure that we can invoice or refund customers;
- To comply with Health & Safety regulations, to record incidents which may have happened during the course of our activities and investigate them effectively; and
- To contact you about administrative issues, to manage and respond to queries in respect of our services and to investigate complaints that you make about the services provided.

In addition, there are circumstances, where we may be required to share/disclose your data to third parties. We reserve the right to do so in the following situations:

- If we are under a duty to disclose or share your personal information in order to comply with a legal obligation, or any lawful request, from governmental or law enforcement officials, industry regulators or policy makers and as may be required to meet law enforcement requirements or prevent illegal activity;
- To protect the rights, property, or safety of use, our customers or other persons. This may include exchanging personal data with organisations for reasons of fraud protection and credit risk reduction.

Notwithstanding the obligations described above, we will never share, sell or rent any of your personal data to any third party without notifying you and/or obtaining your prior consent.

## How we protect your personal information

We keep your personal data secure by implementing policies, procedures and access controls so that only authorised members of staff or authorised third parties, can access your personal data.

We protect our information technology systems, including the Fulcrum Mobile APP, with firewalls, anti-virus and anti-malware software and associated security systems.

We cannot guarantee the security of your personal data whilst it is being transmitted to us, but once the data has been received, we use strict security protocols and systems to prevent unauthorised access. For example, if you transfer personal data via email, you should be aware that email is not a fully secure transmission method. As such, we discourage this method of transmission and require you acknowledge

and accept that we cannot guarantee the security of data transmitted to us by this means and accordingly such transmission is at your own risk.

## Keeping your personal information

We will always retain your personal data in strict accordance with data protection law and never retain the information for longer than is necessary.

We will retain the data for as long as you use our services or we have a business relationship with you. Thereafter, we will delete the information once we no longer need it.

## Your rights

You may contact our Data Protection Manager at any time, to:

- a) Request that we provide you with a copy of the personal data that we hold about you;
- b) Request that we update any of your personal data which is either inaccurate or incomplete;
- c) Request that we delete any of your personal data which we are holding;
- d) Request that we restrict the way in which we process your personal data; and
- e) Object to us processing your personal data for direct marketing purposes.

When any such request is made, we ask that you include your name, email and postal address so that we can verify your identity. We also reserve the right to request, where appropriate, proof of your identity.

## Withdrawing Your Consent

Where we are processing your personal data based on your consent, you may change your mind and withdraw your consent at any time.

## Contacting Us

We may be contacted at the following address: Data Protection Officer, Fulcrum Disaster Management Limited, Unit 1H, Soughbridge Mills, Colne Road, Kelbrook, Lancashire, BB18 6SZ.

## Supervising Authority

In the UK, Data Protection Matters are controlled by UK Information Commissioner's Office, which is the Supervising Authority. You can make a complaint to this body via its website, which is [www.ico.org.uk](http://www.ico.org.uk) or by telephone at 0303 123 1113.

## Changes to our Privacy Policy

We reserve the right to change our Privacy Policy from time to time and whenever there is a legal requirement to do so follow changes in the law. Any such changes will be posted on this page so that we can keep you informed about how we process your personal information.

Any significant changes will be notified to you, but we recommend that you consult this page from time to time so that you are aware of the current Privacy Policy. This Policy was last updated on 01/09/2018.

