

## Capital Services Group (CSG) Privacy Notice

### Overview

CSG is committed to protecting and respecting your privacy. This Privacy Notice explains how we collect, use, and protect your personal data in accordance with the UK General Data Protection Regulation (UK GDPR).

### Data Controller

Capital Services Group

33 Chester Road West, Deeside, CH5 1SA

Alex Rooney

### Personal Data We Collect

We may collect and process the following personal data about you:

- **Identity Data:** Name, title, date of birth, gender.
- **Contact Data:** Address, email address, phone number.
- **Employment Data:** Job title, company name, work address, work email, work phone number.
- **Technical Data:** IP address, browser type, and version, time zone setting, browser plug-in types and versions, operating system and platform, and other technology on the devices you use to access our website.
- **Usage Data:** Information about how you use our website, products, and services.
- **Marketing and Communications Data:** Your preferences in receiving marketing from us and your communication preferences.

### How We Collect Your Personal Data

We use different methods to collect data from and about you including through:

- **Direct Interactions:** You may give us your personal data by filling in forms or by corresponding with us by post, phone, email, or otherwise.
- **Automated Technologies or Interactions:** As you interact with our website, we may automatically collect Technical Data about your equipment, browsing actions, and patterns.
- **Third Parties or Publicly Available Sources:** We may receive personal data about you from various third parties and public sources.

## How We Use Your Personal Data

We will only use your personal data when the law allows us to. Most commonly, we will use your personal data in the following circumstances:

- **Performance of Contract:** Where we need to perform the contract we are about to enter into or have entered into with you.
- **Legal or Regulatory Obligation:** Where we need to comply with a legal or regulatory obligation.
- **Legitimate Interests:** Where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests.
- **Consent:** Where you have given us consent to use your personal data for specific purposes.

## Purposes for Which We Use Your Personal Data

We have set out below a description of the ways we plan to use your personal data, and the legal bases we rely on to do so:

- **To register you as a new customer:** Performance of a contract with you.
- **To process and deliver your order:** Performance of a contract with you, necessary for our legitimate interests.
- **To manage our relationship with you:** Performance of a contract with you, necessary to comply with a legal obligation, necessary for our legitimate interests.
- **To administer and protect our business and this website:** Necessary for our legitimate interests, necessary to comply with a legal obligation.
- **To deliver relevant website content and advertisements to you:** Necessary for our legitimate interests, consent.
- **To use data analytics to improve our website, products/services, marketing, customer relationships, and experiences:** Necessary for our legitimate interests.

## Data Retention

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

## Data Security

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used, or accessed in an unauthorised way, altered, or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors, and other third parties who have a business need to know.

## Your Legal Rights

Under certain circumstances, you have rights under data protection laws in relation to your personal data, including the right to:

- **Request access** to your personal data.
- **Request correction** of your personal data.
- **Request erasure** of your personal data.
- **Object to processing** of your personal data.
- **Request restriction of processing** your personal data.
- **Request transfer** of your personal data.
- **Right to withdraw consent**.

If you wish to exercise any of the rights set out above, please contact us using the details provided above.

## Changes to This Privacy Notice

We keep our privacy notice under regular review. This version was last updated on 25 September 2023. Any changes we make to this privacy notice in the future will be posted on this page and, where appropriate, notified to you by email.

## Contact Us

If you have any questions about this privacy notice or our privacy practices, please contact our Data Protection Officer (DPO):

- Alex Rooney
- [office@capitalservicesgroup.co.uk](mailto:office@capitalservicesgroup.co.uk)

You also have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues ([www.ico.org.uk](http://www.ico.org.uk)).

This privacy notice ensures compliance with UK GDPR standards, providing transparency about how personal data is collected, used, and protected by CSG.