



Privacy Notice

We understand that you care about your personal data and how it is used, and we want you to trust that Gofer Limited uses your personal data lawfully. This Privacy Notice will help you understand what personal data we collect, why we collect it and what we do with it.

We act as data controllers for purposes of the UK GDPR and Data Protection Act 2018 and are responsible for the data you provide to us directly and for the manner in which it is processed. Please take a moment to familiarise yourself with our privacy practices and if you have any questions, send us an email or submit a request through the “Contact Us” form on our website.

Who are we?

Gofer Limited is a UK based professional Gofer is your fast and reliable power hire service for events and sites of all sizes and complexity.

We are registered in the UK: Company Number 2306243

Registered Address: Unit 7 Arkwright Road, Hadleigh Road Industrial Estate, Ipswich, Suffolk IP2 0UB

Our Privacy Officer is Elizabeth Forsdike

You can contact us at gdpr@gofer.co.uk

You can call us 01473 282530.

Gofer Limited is registered as a Data Controller with the Information Commissioner’s Office Certificate Number ZA313390

What personal data is being collected?

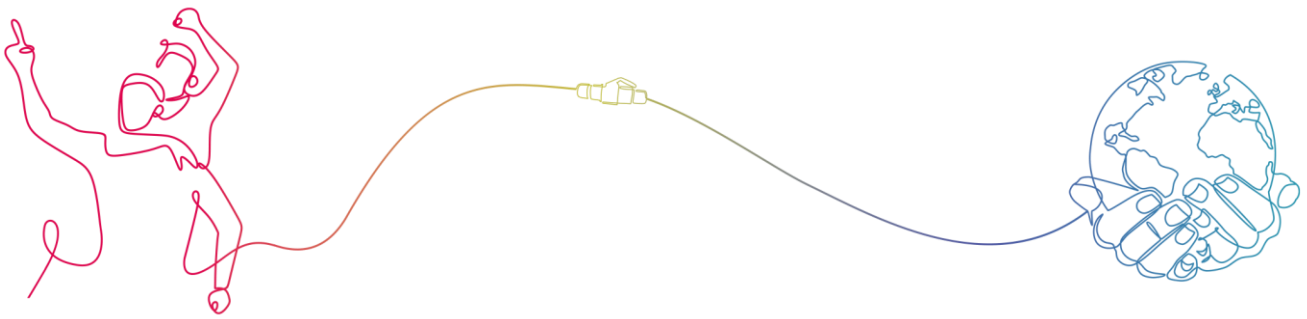
Personal data relates to any information about an individual from which that person can be identified.

We will collect, store, and use the following categories of personal information about you:

- Full name and title
- Contact information (i.e. home or billing address, email address, telephone number)
- Date of Birth
- National Insurance number
- Financial details (i.e. bank account or credit card details)
- Identification documents i.e. copy passport or driving licence

How is your personal data collected?

We collect the personal information directly from you or in some cases from a third party. It is collected using the following methods:



- Through our website enquiry form
- You contact us by email, telephone, post, text messages or social media and other digital methods of communication.
- In person e.g. at tradeshow
- Subscription to our newsletter

How will we use your data?

We collect, process and disclose your personal data for the following purposes:

- To carry out our obligations arising from any agreements entered into between you and us (which will most usually be for the provision of our services);
- To process your payments, if you purchase our services, to provide you with your order status, deal with your enquiries and requests, and assess and handle any complaints;
- To process and answer your enquiries or to contact you to answer your questions and/or requests;
- To develop and improve our products, services, communication methods and the functionality of our websites;
- To communicate information to you and to manage your registration to our newsletter or other communications;
- To authenticate the identity of individuals contacting us by telephone, electronic means or otherwise;
- For internal training and quality assurance purposes;
- To understand and assess the interests, wants, and changing needs of consumers, to improve our website, our current products and services, and/or developing new products and services; and

When we collect and use your personal data for purposes mentioned above or for other purposes, we will inform you before or at the time of collection.

What are our legal bases for processing for the personal data?

Contractual obligations

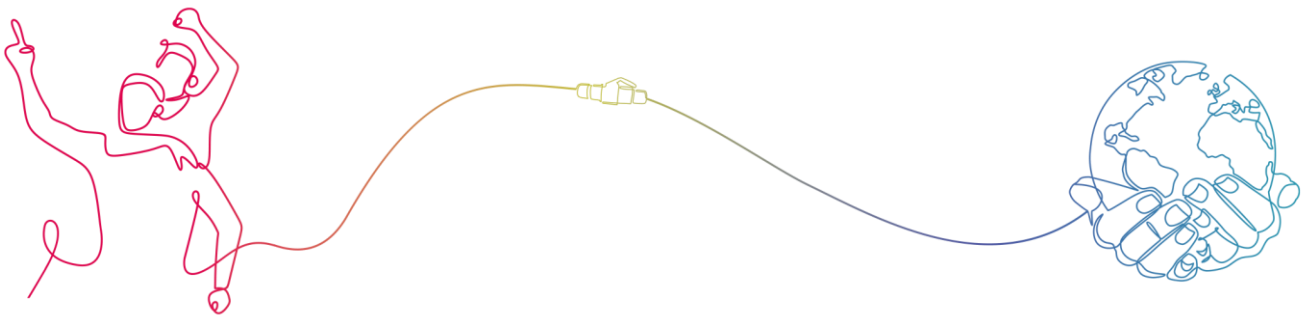
In order for us to fulfil our contractual obligations to you we will need to use your personal data.

For example, to deliver generators to your address.

Legal or regulatory obligation

We must comply with a number of statutory provisions when providing our services, which necessitate the processing of personal data.

For example, we are required to comply with statutory and regulatory obligations relating to business such as HMRC and fraud/crime prevention.



Legitimate Interests

Legitimate Interest means the interest of our business in conducting and managing our business to enable us to give you the best service and the most secure experience. For example, we may send you information of a new service or offer.

Consent

We will always request your consent when we collect and process your personal data for certain purposes.

For example, you may have provided consent to receive marketing updates or our newsletter.

You may withdraw consent at any time by contacting us to update your preferences.

Vital interest

We may need to protect the vital interests of you or another person. For example, in some instances we need medical data for the safety of our drivers or onsite staff.

Change of purpose

We will only use your personal information for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If we need to use your personal information for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so. Please note that we may process your personal information without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.

Who will data be shared with?

Gofer Limited will share your personal data with selected third parties in the following circumstances:

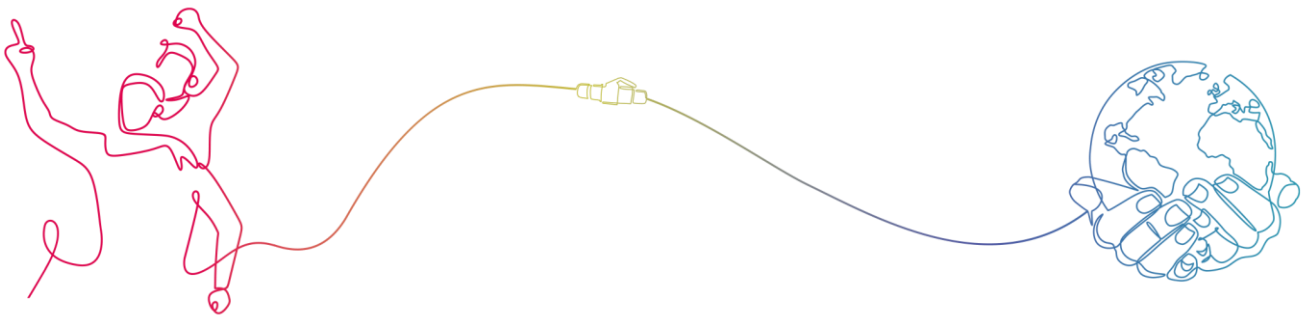
Third-party service providers

In order to carry out your requests, respond to your inquiries, fulfil your orders, or make various other features, services available to you through our websites, we share your personal data with third-party service providers that perform functions on our behalf, such as:

- Current RMS <https://app.current-rms.com/privacy>
- That's Brave <https://thatsbrave.co.uk/privacy-policy/>
- Xero <https://www.xero.com/uk/legal/privacy/>
- BreatheHR <https://www.breathehr.com/en-gb/privacy-policy>
- Office365 <https://privacy.microsoft.com/en-us/privacystatementmo>
- Moss HR <https://www.mosshr.com/privacy-policy/>

We may also transfer and disclose your personal data to third-parties:

- To comply with a legal obligation;
- When we believe in good faith that an applicable law requires it;
- At the request of governmental authorities conducting an investigation;
- To verify or enforce our “Terms of Use” or other applicable policies;
- To detect and protect against fraud, or any technical or security vulnerabilities;



- To respond to an emergency;
- To protect the rights, property, safety, or security of third-parties, visitors to MDM's websites, or the public.

How long do we keep your personal data for?

We will only retain your personal data for as long as is necessary to fulfil the purposes for which it is collected.

When assessing what retention period is appropriate for your personal data, we take into consideration:

- the requirements of our business and the services provided.
- any statutory or legal obligations (for example 6 years +1 for HMRC).
- the purposes for which we originally collected the personal data.
- the lawful grounds on which we based our processing.
- the types of personal data we have collected.
- the amount and categories of your personal data; and
- whether the purpose of the processing could reasonably be fulfilled by other means.

All details are available in our Data Retention Schedule.

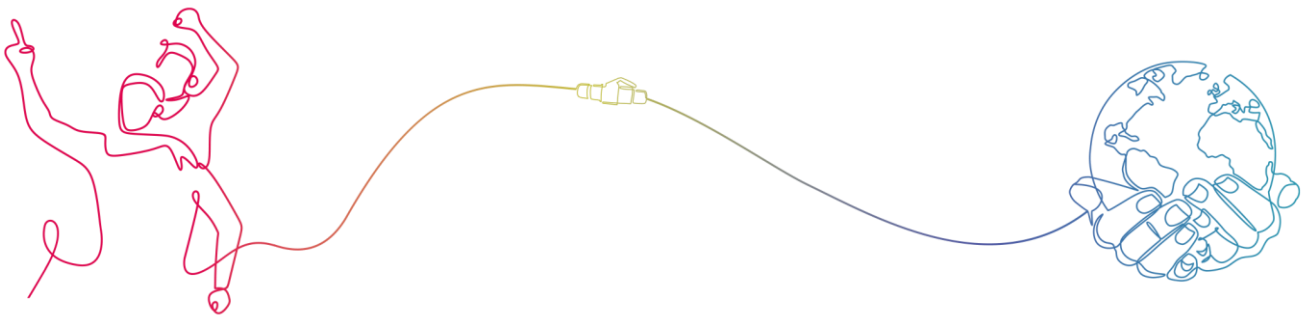
International Transfers of data

In the course of the provision of our services we may transfer data to countries or international organisations outside of the United Kingdom. This may, for example, be to clients or third parties who provide support services to us. Where information is transferred, it may be to a country in respect of which there is an adequacy decision from the UK. We make sure that the personal data that we collect from you will be transferred to, and stored at/processed outside of the UK, under lawful model contracts for the transfer of personal data to third countries (i.e. Standard Contractual Clauses).

Data Security and Confidentiality

Protecting the confidentiality and integrity of your personal data is a responsibility that we take seriously. We use appropriate technical and organisational measures to keep personal data secure against unauthorised or unlawful processing, and against accidental loss, destruction, or damage. For example

- Our employees have received training in data protection and how to handle your personal data.
- Access to your personal data is restricted to the relevant employees that are required to process your data.
- Where hard copies are created, these are securely stored.
- According to each department's process and procedure, your personal data will be periodically reviewed and securely deleted if required.
- Internal systems and networks are regularly tested.



Your rights as a data subject

At any point while we are in possession of or processing your personal data, you, the data subject, have the following rights:

- Right of access – you have the right to request a copy of the information that we hold about you.
- Right of rectification – you have a right to correct data that we hold about you that is inaccurate or incomplete.
- Right to be forgotten – in certain circumstances you can ask for the data we hold about you to be erased from our records.
- Right to restriction of processing – where certain conditions apply to have a right to restrict the processing.
- Right of portability – you have the right to have the data we hold about you transferred to another organisation.
- Right to object – you have the right to object to certain types of processing such as direct marketing.
- Right to object to automated processing, including profiling – you also have the right to be subject to the legal effects of automated processing or profiling.

Further information

Contact us:

If you have any questions, concerns or would like more information about anything mentioned in this privacy notice, please contact our **Privacy Officer**:

Email: gdpr@gofer.co.uk

Phone: 01473 282530

Alternatively, you can make a complaint to the Information Commissioner's Office:

- Report a concern online at <https://ico.org.uk/concerns/>
- Call 0303 123 1113
- Or write to: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF