
ACS Business Supplies Ltd (or when we say 'we' or 'us' in this Policy) respects your privacy and understands the security of personal information is very important.

Our registered address is 82 Wandsworth Bridge Road, London, SW6 2TF.

Our Policy

We have always had a robust and effective data protection program in place and strict security procedures which comply with existing laws and abides by the data protection principles. However, due to the EU General Data Protection Regulations (GDPR) that came into force on the 25th May 2018, our aim is to ensure we are fully compliant with this legislation.

Please read this Policy carefully as it contains important information regarding how and why we collect, store, use, process and share your personal data. It also explains your rights and how to contact us in the event you have a complaint, any questions or the way your personal information is processed.

This Privacy Policy sets out what we do with the personal data you provide us with and ensures all individuals whose personal information we process have been informed of why we require it, how it is used, what their rights are, who the information is disclosed to and what safeguarding measures are in place to protect their information.

Personal information we collect about you

We collect most personal data directly from you either in person, by telephone, text, e-mail and/or via our website and apps.

You may be asked to provide ACS Business Supplies Ltd with the following information:-

- Your name and contact details including e-mail and postal address, telephone number and company details.
- Details you provide by filling in forms this may include information provided at the time of registering to use our website, requesting a catalogue, subscribing to our service, completing customer surveys, providing feedback or participating in any competitions.
- If you report a problem with our website we may ask for information including your name, e-mail and postal address, telephone number, credit card particulars and any other personal information.
- We may also ask you to complete surveys for research purposes, although you do not have to respond to these.
- Details of transactions you carry out through our site and for the fulfilment of orders.
- Website usage information is collected through cookies, please refer to the paragraph enclosed within this Policy regarding these.
- You may browse our site without supplying any personal details but we will need to collect personally identifiable information in order for you to register on our website, process your orders or send you offers or information you may have requested.

How and why we use your personal information

We are responsible as the 'data controller' of your personal data for the purposes of the GDPR, for processing personal information we collect from you or that you provide to ACS Business Supplies Ltd in a secure manner and in accordance with the GDPR.

If necessary, your data may be passed onto carefully selected service providers and we would only share information that allows them to provide you with goods and services which may be of interest to you. This will be processed and used by them only for the agreed purpose and we would only allow them access to your personal data if we were certain they would take all the appropriate measures to protect this information.

Other websites

This Privacy Policy only applies to the ACS website, our on-line ordering site has a separate Privacy Policy. Our website may contain links to and from the websites of other organisations. If you follow a link to any of these, please note they have their own privacy policies and we do not accept any responsibility or liability for these.

Therefore, please check their policies before you submit any personal data.

Transfer of information outside of the EEA

Occasionally, the data we collect from you may be transferred to a destination outside of the European Economic Area (EEA).

Where ACS Business Supplies Ltd stores or transfers personal information outside the EU, we have robust procedures and safeguarding measures in place to secure, encrypt and maintain the integrity of the data. Our procedures include a continual review of the countries with sufficient adequacy decisions, as well as provisions for binding corporate rules; standard data protection clauses or approved codes of conduct for those countries without.

We carry out strict due diligence checks with all recipients of personal data to assess and verify they have the appropriate safeguards in place to protect this information, ensure enforceable data subject rights and have effective legal remedies for data subjects where applicable.

Cookies

When you enter our website your computer will automatically be issued with a cookie. We use these to ensure we give you the best user experience, as a rule they make your browsing experience better. The cookies used by our site are not utilised for targeted marketing, only for website statistics, to learn more about these please view our Cookie Policy [here](#).

Keeping your personal information safe

ACS Business Supplies Ltd takes the privacy and security of individuals and their personal information very seriously and uses every reasonable measure and precaution to protect and secure the personal data we process. We have robust information security policies and procedures in place to protect personal information from unauthorized access, alteration, disclosure or destruction and have several layers of security measures.

We are committed to ensuring the security and protection of the personal information we process and provide a compliant consistent approach to data protection.

We have always had a robust and effective data protection program in place which complies with the existing law and abides by the data protection principles. However, due to the new EU General Data Protection Regulations that came into force on 25th May 2018, we have updated this program to meet the demands of the GDPR and UK Data Protection Bill.

ACS Business Supplies Ltd are dedicated to safeguarding your personal information under our remit and in developing a data protection regime that is effective, fit for purpose and demonstrates an understanding of and appreciation for the new GDPR.

All data will be treated confidentially, we will not share any of your personal information with companies outside of ACS Business Supplies Ltd unlawfully.

Your rights

Under the General Data Protection Regulations you have a number of important rights. For further information on each of those rights, including the circumstances in which they apply, please see the guidance from the UK Information Commissioner's Office (ICO) on individual's rights under the General Data Protection Regulation.

If you would like to exercise any of those rights please e-mail or write to our Data Protection Officer, whose details are enclosed below.

Changes to our Privacy Policy

Our Privacy Policy is kept under regular review and occasionally we may make changes to this.

Our Policy was last updated in May 2018.

Contact ACS Business Supplies Ltd

The General Data Protection Regulations gives you the right to lodge a complaint about this Privacy Policy.

We would, however, appreciate the chance to deal with your concerns before you approach the ICO so please contact our DPO in the first instance.

If you have a complaint, any questions, or the way your personal information is processed then please contact our Data Protection Officer, Harry Stevenson, who is responsible for this Privacy Policy.

Harry is contactable by one of the following means:-

By e-mail: harry.stevenson@acsacs.co.uk.

By post: 5 – 6 Aire Valley Business Park, Wagon Lane, Bingley, West Yorkshire, BD16 1WA

