

Privacy Statement

This privacy policy sets out how “Concept Group Ltd.” uses and protects any information that you give “Concept Group Ltd.” when you use this website. “Concept Group Ltd.” is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement.

“Concept Group Ltd.” may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This policy is effective from Monday 26th March 2018.

What we collect

We may collect the following information:

- name and job title.
- contact information including email address.
- demographic information such as postcode, preferences and interests.
- other information relevant to customer surveys and/or offers.

What we do with the information we gather

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- Internal record keeping.
- We may use the information to improve our products and services.
- We may periodically send promotional email about new products, special offers or other information which we think you may find interesting using the email address which you have provided.
- From time to time, we may also use your information to contact you for market research purposes. We may contact you by email, phone, fax or mail.
- We may use the information to customise the website according to your interests.

Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

Links to other websites

Our website may contain links to enable you to visit other websites of interest easily. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such

sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

Controlling your personal information

You may choose to restrict the collection or use of your personal information in the following ways:

- whenever you are asked to fill in a form on the website, look for the box that you can click to indicate that you do not want the information to be used by anybody for direct marketing purposes.
- if you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to us: Concept Group Ltd. Concept House, Fairbairn Road, Livingston. West Lothian EH54 6TS or emailing us at compliance@concept-group.co.uk

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law. We may use your personal information to send you promotional information about third parties which we think you may find interesting if you tell us that you wish this to happen.

You may request details of personal information which we hold about you under the Data Protection Act 1998. A small fee will be payable. If you would like a copy of the information held on you please write to Concept Group Ltd. Concept House, Fairbairn Road, Livingston. West Lothian EH54 6TS.

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible, at the above address. We will promptly correct any information found to be incorrect.

GDPR Compliance

Concept Group Limited are currently engaged in ensuring they are compliant with the upcoming legislation in the area of GDPR.

Concept Group feels that the service they provide (provision of copiers, printers and documents management solutions) would not involve Concept Group handling or processing sensitive personal data for any of its customers, however it is undertaking the following measures to ensure general compliance with the new legislation.

- Participation in Parent Company (Xerox) GDPR compliance review, including review of all processes which involve the handling of personal data
- Internal review of personal data held and the removal of that not currently held for operational purpose
- Review of supplier processes and obtaining GDPR compliance confirmations
- Creation of a privacy statement, detailing what personal data we hold and how it is used, to be published on the website
- Creation of privacy and personal data handling policy to be included in internal employee handbook

In addition to the above, which will be completed in advance of the new GDPR legislation coming into effect, we also undertake annual ethics and compliance training through our parent company training and HR portal, in order that all employees remain aware of current compliance requirements.