

Website Privacy Policy

This privacy policy applies between you, the user of this website and DV&D Group Ltd, the owner and provider of this website. We take the privacy of your information very seriously. This privacy policy applies to our use of any and all data collected by us, or provided by you, in relation to your use of the website. When we do so we are regulated under the General Data Protection Regulations which apply across the European Union (including the United Kingdom) and we are responsible as ‘controller’ of that personal information for the purposes of those laws.

Definitions and Interpretation

- Data – Collectively all information that you submit to us via the website.
- GDPR – The General Data Protection Regulation
- User or You – Any third party that accesses the website that is not directly employed by DV&D Group and acting in the course of their employment.
- Website – The website that you are currently using www.dvd-group.com.

Scope of this Policy

This privacy policy applies only to the actions of DV&D Group Ltd and users with respect to this website. It does not extend to any websites that can be accessed from this website including, but not limited to, any links we may provide to social media websites.

For purposes of the applicable Data Protection Laws, DV&D Group Ltd is the “data controller”. This means that DV&D Group Ltd determines the purposes for which, and the manner in which, your data is processed.

How we collect Data

We collect data in the following ways:

- Data is given to us by you.
- Data is collected automatically.

Data that is given to us by you

DV&D Group will collect your data in a number of ways, for example: When you contact us through the website, by telephone, post, email or through any other means; in each case, in accordance with this privacy policy.

Data that is collected automatically

To the extent that you access the website, we will collect your data automatically, for example: We automatically collect some information about your visit to the website. This information helps us to make

improvements to website content and navigation and includes your IP address, the date, times and frequency with which you access the website and the way you use and interact with its content.

Personal information you provide about third parties

If you give us information about another person, you confirm that the other person has appointed you to act on their behalf and agreed that you:

- Shall consent on their behalf to the processing of their personal data.
- Shall receive any data protection notices on their behalf.

Who your Data may be shared with

We may share your information with Law enforcement agencies in connection with any investigation to help prevent unlawful activity.

We will not share your personal information with any other third parties.

Keeping your Data Secure

We have appropriate security measures in place to prevent personal information from being accidentally lost, or used, or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine business need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

We will also use technological and organisation measures to keep your information secure. We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

Whilst we will use all reasonable efforts to secure your personal data, in using the site you acknowledge that the use of the internet is not entirely secure and for this reason we cannot guarantee the security or integrity of any personal data that are transferred from you or to you via the internet. If you have any particular concerns about your information, please contact us using the details below.

Data Retention

Unless a longer retention period is required or permitted by law, we will only hold your data on our systems for the period necessary to fulfil the purposes outlined in this privacy policy or until you request that the data be deleted. Even if we delete your data, it may persist on backup or archival media for legal, tax or regulatory purposes.

What rights do you have?

Under the General Data Protection Regulation you have a number of important rights free of charge. In summary those include rights to:

- Right to access – the right to request copies of the information we hold about you at any time, or that we modify, update or delete such information. If we provide you with access to the information we hold about you, we will not charge you for this unless your request is unfounded or excessive. Where we are legally permitted to do so, we may refuse your request. If we refuse your request we will tell you the reasons why.
- Right to correct – the right to have your data rectified if it is inaccurate or incomplete.
- Right to erase – the right to request that we delete or remove your data from our systems.
- Right to restrict – the right to “block” us from using your data or limit the way in which we can use it.
- Right to data portability – the right to request that we move, copy or transfer your data.
- Right to object – the right to object to our use of your data including where we use it for our legitimate interests.

For further information on each of those rights, including the circumstances in which they apply, see the guidance from the UK Information Commissioner’s Office (ICO) on individual’s rights under the General Data Protection Regulations. If you would like to exercise any of these rights please email, call or write to us. It is important that the data we hold about you is accurate and current. Please keep us informed if your data changes during the period for which we hold it.

Ticketing System

When you sign up for an account to access our ticket system / service desk, we initially ask for just your name and email address. After following the link in the verification email an administrator will then activate your account and a system generated email will be sent confirming activation and the login details you supplied. After activation additional personal information will be required, information like your, contact number(s), company name, room number and location. Your username and a password for accessing the created account are unique. By using our ticketing system and/or setting up an account you are “opting-in” to DV&D Group having and holding your personal information for the purposes of support, maintenance, sales and general enquiries.

Cookies

Cookies are small files which are stored on a user's computer. They are designed to hold a modest amount of data specific to a particular client and website, and can be accessed either by the web server or the client computer. This allows the server to deliver a page tailored to a particular user, or the page itself can contain some script which is aware of the data in the cookie and so is able to carry information from one visit to the website (or related site) to the next. Cookies can help a website to arrange content to match your preferred interests more quickly. Most major websites use cookies. Cookies cannot be used by themselves to identify you

How Secure are Cookies

There is a lot of concern about privacy and security on the internet. Cookies do not in themselves present a threat to privacy, since they can only be used to store information that the user has volunteered or that the web server already has. Whilst it is possible that this information could be made available to specific third party websites, this is no worse than storing it in a central database. If you are concerned that the information you provide to a webserver will not be treated as confidential then you should question whether you actually need to provide that information at all.

Links to other websites

This website may, from time to time, provide links to other websites. We have no control over such websites and are not responsible for the content of these websites. This privacy policy does not extend to your use of such websites. You are advised to read the privacy policy or statement of other websites prior to using them.

General

You may not transfer any of your rights under this privacy policy to any other person. We may transfer our rights under this privacy policy where we reasonably believe your rights will not be affected.

Changes to the privacy policy

This privacy policy was published on 4th June 2018 and last updated on 1st June 2018.

We may change this privacy policy from time to time. You should check this policy occasionally to ensure you are aware of the most recent version that will apply each time you access this website.

Contact us

If you have questions about our site or regarding this Policy, please contact us by email at: office@dvd-group.com or by post at the below address:

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