



GDPR COMPLIANCE

THE GENERAL DATA PROTECTION REGULATION

PURPOSE

The purpose of this policy is to establish controls to ensure compliance with all applicable **General Data Protection Regulation (EU) 2016/679** and to ensure that the Company's business is conducted in a socially responsible manner.

This General Data Protection policy aims to give you information on how Reliance International Limited collects, stores, uses and shares your personal data.

It also explains your rights in relation to your personal data and how to contact us or supervisory authorities in the event you have a complaint.

By Management: Reliance International Limited

Business Services: Business Process Outsourcing
Outsourcing / Offshoring
Customer Service Support
Accounts Payable Support
Accounts Receivable Support
Tech Support

Date of publication: 19 February 2023
Issue Number RIL .01

GENERAL DATA PROTECTION REGULATION

The General Data Protection Regulation (EU) 2016/679 (GDPR) is a regulation in EU law on data protection and privacy in the European Union (EU) and the European Economic Area (EEA). The GDPR is an important component of EU privacy law and of human rights law, in particular Article 8(1) of the Charter of Fundamental Rights of the European Union. It also addresses the transfer of personal data outside the EU and EEA areas.

The GDPR's primary aim is to enhance individuals' control and rights over their personal data and to simplify the regulatory environment for international business. Superseding the Data Protection Directive 95/46/EC, the regulation contains provisions and requirements related to the processing of personal data of individuals (formally called data subjects in the GDPR) who are in the EEA and applies to any enterprise—regardless of its location and the data subjects' citizenship or residence—that is processing the personal information of individuals inside the EEA.

When we process personal data of UK residents we are subject to the General Data Protection Regulation ((EU) 2016/679) (UK GDPR), the Data Protection Act 2018 (DPA 2018) and the Privacy and Electronic Communications Regulation (PECR) and when we process personal data of non-UK data subjects we are subject to the General Data Protection Regulation ((EU) 2016/679) (EU GDPR) and the PECR which applies across the European Union and we are responsible as 'controller' of that personal information for the purposes of those laws.

It is important that you read this GDPR Compliance policy together with any other privacy policy we may provide on specific occasions when we are collecting or processing personal data so that you are fully aware of how and why we are using your data. This privacy policy supplements other notices and privacy policies and is not intended to override them.

Controller

Reliance International Limited is the controller and responsible for your personal data (collectively referred to as " Reliance International Limited ", "we", "us" or "our" in this GDPR Compliance policy).

We have appointed a data privacy manager who is responsible for overseeing questions in relation to this policy. If you have any questions about this policy, including any requests to exercise your legal rights, please contact the data privacy manager using the details set out below.

Contact details

If you have any questions about this privacy policy or our privacy practices, please contact our data privacy manager in the following ways:

Full name of legal entity: Reliance International Limited

Email address; mail@relianceil.com

Postal address: 47 Abbeydale Close, Harlow, CM17 9QB

Telephone number:

Who does this privacy policy apply to?

This privacy policy applies to: (a) Customers; (b) Prospective customers; (c) Individuals that use our website; (d) Former customers; and (e) IT Partners.

Your duty to inform us of changes to your personal information

We keep our privacy policy under regular review. It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes during your relationship with us.

Third Party Websites

Our website and documents may contain and include third-party links to websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy statements.

When you leave our website, we encourage you to read the privacy policy of every website you visit.

The data we collect about you;

Personal data, or personal information, means any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymous). However, if we combine or connect Aggregated Data with your personal data so that it can directly or indirectly identify you, we treat the combined data as personal data which will be used in accordance with this privacy policy.

We do not collect Special Categories of Personal Data. If you fail to provide personal data where we need to collect personal data by law, or under the terms of a contract we have with you, and you fail to provide that data when requested, we may not be able to perform the contract we have or are trying to enter with you (for example, to provide you with goods or services).

In this case, we may have to cancel a product or service you have with us, but we will notify you if this is the case at the time.

How is your personal data collected?

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

Direct interactions.

You may give us your Identity and personal data by filling in forms or by corresponding with us by post, phone, email or otherwise. This includes personal data you provide when you:

As you interact with our website, we will automatically collect Technical Data about your equipment, browsing actions and patterns. We collect this personal data by using cookies and other similar technologies. Please see our [cookie policy](#) here for further details.

You can choose to accept or deny our cookies however, cookies help us to provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no

way gives us access to your computer or any information about you, other than the data you choose to share with us.

Third parties or publicly available sources.

We will receive personal data about you from various third parties and public sources as set out below: Technical Data from the following parties: (a) analytics providers; (b) advertising networks; and (c) search information providers. • Contact, Financial and Transaction Data from providers of technical, payment and delivery services. • Identity and Contact Data from data brokers or aggregators. • Identity and Contact Data from publicly available sources such as Companies House and the Electoral Register based inside the EU.

What we collect

We may collect the following information:

- name
- contact information including email address
- name of your company

What we do not collect or ask you for

- We will not ask you for your date of birth
- We will not ask you for your banking details
- We will not ask you for your address

How we handle your personal data

We do not share your personal data and information with third parties for marketing purposes.

We process your personal data when it is in our reasonable interests to do this to provide our services.

We will not, and do not sell, distribute or lease your personal information to third parties.

You may choose to restrict the collection or use of your personal information

Please note that we may process your personal data without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.

Where your personal data is held

We use word press hosting for our website and storage (Third Party)

Your rights

You have the right to request:

- information about how your personal data is processed
- a copy of that personal data
- that anything inaccurate in your personal data is corrected immediately

You can also:

- raise an objection about how your personal data is processed
- request that your personal data is erased if there is no longer a justification for it
- ask that the processing of your personal data is restricted in certain circumstances

Other websites

Our website and attached documents may contain links to other websites. This privacy policy only applies to this Website, so when you link to other websites you should review their own privacy policies.

Changes to our Privacy Policy

The Privacy Notice will be reviewed from time to time to take account of changes to our operations or practices and, further, to make sure it remains appropriate to any changes in law, technology and the business environment. Any personal information held will be governed by the most current Privacy Notice.

Children's privacy protection

Our business services are not designed for, or intentionally targeted at, children 18 years of age or younger. We do not intentionally collect or maintain data about anyone under the age of 18.

Security

We are committed to ensuring that your information is secure. 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.

How to contact us

Please contact us if you have any questions about our privacy policy or information, we hold about you or if you wish to request from us for your information to be deleted from our database,

by email to mail@relianceil.com

by regular mail; 47 Abbeydale Close, Harlow, Essex, CM17 9QB, UK

How can you obtain information held about you?

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all your personal information, please email us at mail@relianeceil.com

Complaints

If you would like to make a complaint about how your information is being used by us, or how your complaint has been handled, you have the right to lodge a complaint directly with the Information Commissioners office (ICO), however we encourage you to contact us first to clarify any issues.

If you continue to be unhappy with our response or if you need any advice, you can then contact the Information Commissioner's Office (ICO).

ICO

icocasework@ico.org.uk

Telephone: 0303 123 1113

Textphone: 01625 545860

Monday to Friday, 9am to 4:30pm

[Find out about call charges](#)

Information Commissioner's Office
Wycliffe House Water Lane
Wilmslow
Cheshire
SK9 5AF