

## Introduction

REL understands that your privacy is important to you and is committed to protecting and maintaining your privacy. We respect and value the privacy of all our clients and will only collect and use personal data that is consistent with our obligations and your rights under the law.

This privacy statement sets out how we collect, use and protect your personal information. It also explains your rights under the law relating to your personal data.

## What is personal data?

Personal data is defined by the General Data Protection Regulation (EU Regulation 2016/679/the GDPR), as 'any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier'.

In simpler terms, personal data is any information about you that enables you to be identified.

## What personal data might we collect?

We may collect, use and store some or all the following personal information about you (this may vary according to our relationship with you):

- Name;
- Address;
- Telephone number;
- E-mail address;
- Business name and address;
- Job title;
- Payment information;
- Information about your preferences and interests.

## How do we use your personal data?

Under Data Protection regulations, REL must always have a lawful basis for processing your personal data. This may be necessary for the performance of our contract with you, because you have consented to our use of your personal data, or because we have a legitimate business interest to use it. Your personal information may be used for any one of the following reasons:

## **GENERAL PRIVACY POLICY**

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- Delivery of our services to you; your personal details are required in order for us to enter into a contract with you.
- Personalising and tailoring our services for your specific needs.
- Providing and managing your client account with us (i.e. process financial transactions).
- Communicating with you; this may include responding to e-mails or telephone calls from you.
- Providing you with information by e-mail, post, or telephone that you have opted-in to. You may unsubscribe or opt-out at any time by contacting us or unsubscribing from our electronic mailing list.
- In order to prevent and detect crime, fraud or corruption.

### **How do we collect your personal data?**

REL may collect personal information relating to you, or your business, in a number of different ways. The following is a list of sources that may apply:

- Information you provide to REL i.e. when you speak to us over the phone or e-mail us
- Information we collect when you use our services i.e. payment and transaction data
- Data from third parties that we work with i.e. publicly available resources, companies that introduce you to us etc.

### **Who do we share your personal information with?**

REL may share your personal data with third parties for any one of the following reasons:

- They are engaged by us to provide services to us, in which case we will require those parties to keep that information confidential and secure and to use it solely for the purpose of providing the specified services to us;
- We or substantially all of our assets are acquired by a third party, in which case personal information held by our site will be one of the assets transferred;
- We are under a duty to disclose or share your personal information to regulatory or law enforcement agencies.

### **How do we store and retain your personal information?**

REL have ensured the security of your personal data by having a variety of security measures in place to keep your information confidential. We cannot guarantee the security of any third party application you may use to transfer your data (i.e. internet browser).

## GENERAL PRIVACY POLICY

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We will retain your personal data for at least as long as we have a relationship with you. When deciding how long to keep your personal data after our relationship with you have ended, we take into account our legal, regulatory and professional obligations.

REL may transfer and process your data outside of the UK. If this should be necessary, we will take reasonable steps to ensure there are appropriate safeguards in place to protect your personal information.

### What are my rights?

Under the GDPR, you have the following rights, which we will strive to uphold:

- The right to be informed about our collection and use of your personal data. This privacy statement should tell you everything you need to know; however, you can always contact us to find out more using the contact details below.
- The right to access the personal information we hold about you.
- The right to have your personal data rectified if anything held by us is inaccurate or incomplete.
- The right to be forgotten, i.e. the right to ask us to delete or otherwise dispose of any of your personal information that we have.
- The right to restrict the processing of your personal information.
- The right to object to us using your personal data for a particular purpose or purposes.
- The right to data portability; this means that, if you have provided personal data to us directly, we are using it with your consent or for the performance of a contract, and that data is processed using automated means, you can ask for a copy of that personal data to re-use with another service or business in many cases.
- Rights relating to automated decision-making and profiling. We do not use your personal data in this way.

For more information about our use of your personal data and exercising your rights as outlined above, please contact us using the details below.

Further information about your rights can be obtained from the Information Commissioner's Office or your local Citizen's Advice Bureau.

If you have any cause for complaint about our use of your personal information, you have the right to lodge a complaint with the Information Commissioner's Office.

## GENERAL PRIVACY POLICY

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### How can I access my personal information?

If you would like to know what personal information we hold about you, you can ask us for details of that personal data and for a copy of it (where any such personal data is held). This is known as a 'subject access request'.

All subject access requests should be made in writing and sent to the e-mail or postal address shown below. There is not normally any charge for a subject access request, however, if your request is 'manifestly unfounded or excessive, a fee may be charged to cover our administrative costs in responding.

REL will respond to your subject access request within 28 days and, in any case, not more than one month of receiving it. Normally, we aim to provide a complete response, including a copy of your personal data within that time. In some cases, however, particularly if your request is more complex, more time may be required to respond. You will be kept informed of our progress.

### Changes to this privacy statement

We keep our privacy obligations under regular review and may change this statement from time to time. This may be necessary, for example, if the law changes or if we change our business in a way that affects personal data protection.

Any changes will be made available on our company website. Paper copies of the privacy statement may also be obtained using the contact details below.

### How do I contact you?

To contact us about anything to do with your personal data and data protection, including to make a subject access request, please use the following details:

**Contact name:** Nick Kell (Financial Controller & Company Secretary)

**Telephone number:** 020 7517 7505

**E-mail address:** [nick.kell@rel.uk.com](mailto:nick.kell@rel.uk.com)

**Postal Address:** Unit 3 Twelvetrees Business Park  
Twelvetrees Crescent  
London E3 3JQ.