



# PRIVACY POLICY

## What data do we collect?

Solution One Services Limited collects the following data:

- Personal identification information (Name, email address, phone number, etc.)
- Company details (incl. financial details)

## How do we collect your data?

You directly provide Solution One Limited with most of the data we collect. We collect data and process data when you:

- Email through an enquiry through our website.
- Place an order with a completed New Business Form.
- Voluntarily complete a customer survey or provide feedback on any of our message boards or via email.
- Use or view our website via your browser's cookies.

## How will we use your data?

Solution One Services Limited collects your data so that we can:

- Process your order and manage your account.
- Email you with special offers on other products and services we think you might like.
- Maintain all clients contact details are up to date, especially in emergency situations on your premises.

## How do we store your data?

Solution One Services Limited securely stores your data at Empress Business Centre (Head Office location), in a secure system.

## What are your data protection rights?

Solution One Services Limited would like to make sure you are fully aware of all your data protection rights. Every user is entitled to the following:

**The right to access** – You have the right to request Solution One Services Limited for copies of your personal data. We may charge you a small fee for this service.

**The right to rectification** – You have the right to request that Solution One Services Limited correct any information you believe is inaccurate. You also have the right to request Solution One to complete the information you believe is incomplete.

**The right to erasure** – You have the right to request that Solution One Services Limited erase your personal data, under certain conditions.

**The right to restrict processing** – You have the right to request that Solution One Services Limited restrict the processing of your personal data, under certain conditions.

**The right to object to processing** – You have the right to object to Solution One Services Limited processing of your personal data, under certain conditions.

**The right to data portability** – You have the right to request that Solution One Services Limited transfer the data that we have collected to another organisation, or directly to you, under certain conditions.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us via email on: [info@solutionone.co.uk](mailto:info@solutionone.co.uk) or call us at: 07395 286 944.

Or write to us at: Solution One Services Limited, BizSpace Old Trafford, Suite 5.9 Empress Business Centre, 380 Chester Rd, Stretford, Manchester M16 9EA.

## Cookies

Cookies are text files placed on your computer to collect standard Internet log information and visitor behaviour information. When you visit our websites, we may collect information from you automatically through cookies or similar technology.

For further information, visit [allaboutcookies.org](http://allaboutcookies.org).

## How do we use cookies?

Solution One Services Limited uses cookies in a range of ways to improve your experience on our website, including:

- Understanding how you use our website.

## What types of cookies do we use?

There are several different types of cookies, however, our website uses:

- **Functionality** – Solution One Services Limited uses these cookies so that we recognise you on our website and remember your previously selected preferences. These could include what language you prefer and location you are in. A mix of first-party and third-party cookies are used.
- **Advertising** – Solution One Services Limited uses these cookies to collect information about your visit to our website, the content you viewed the links you followed and information about your browser, device, and your IP address. Solution One Services Limited sometimes shares some limited aspects of this data with third parties for advertising purposes. We may also share online data collected through cookies with our advertising partners. This means that when you visit another website, you may be shown advertising based on your browsing patterns on our website.

## How to manage cookies

You can set your browser not to accept cookies, and the above website tells you how to remove cookies from your browser. However, in a few cases, some of our website features may not function as a result.

## Privacy policies of other websites

The Solution One Services Limited website contains links to other websites. Our privacy policy applies only to our website, so if you click on a link to another website, you should read their privacy policy.

## Changes to our privacy policy

Solution One Services Limited keeps its privacy policy under regular review and places any updates on this web page. This privacy policy was last updated on 01/02/2025.

## How to contact us

If you have any questions about Solution One Services Limited privacy policy, the data we hold on to, or you if you would like to exercise one of your data protection rights, please do not hesitate to contact us.


Email us at: [info@solutionone.co.uk](mailto:info@solutionone.co.uk)

Call us at: 07395 286 944.

Or write to us at: Solution One Services Limited, BizSpace Old Trafford, Suite 5.9 Empress Business Centre, 380 Chester Rd, Stretford, Manchester M16 9EA.

## How to contact the appropriate authority

Should you wish to report a complaint or if you feel that Solution One Services Limited has not addressed your concern in a satisfactory manner, you may contact the Information Commissioner's Office.

<b>Approved by</b>	<b>Joanne Robinson, Managing Director</b>
<b>Signature</b>	
<b>Date Signed</b>	<b>01/02/2025</b>
<b>Review Date</b>	<b>01/02/2028</b>