



## Warwick Mill Business Village

### Privacy Policy

The privacy of our customers is very important to us and is aligned to our aim of creating an easy and comfortable work environment across all our sites. As a result we manage the personal information of our clients and staff with integrity and respect ensuring that we protect your privacy.

We are committed to:

1. Being transparent about data management
2. Simplifying our policies and making your choices clear
3. Making sure you have control of your own data

We ensure that the personal information we ask you to provide is essential for performing the business services that you expect from us.

- We store your personal information for only as long as we have a reason to keep it.
- We aim for full transparency on how we gather, use and share your personal information.

### General Terms

Simtor Ltd, the holding company for Warwick Mill Business Village and Fisher Street Galleries, is committed to protecting your personal information when you use our services. This Privacy Policy relates to our use of any personal information that we collect from you through the following sources:

- All Simtor Ltd websites that link to this Privacy Policy

- Application forms
- Social media

(We'll refer to these as services throughout the rest of this policy)

This also relates to any information that you provide to us in person, for example at meetings or exhibitions, by email, phone or SMS, letters and other correspondence.

We sometimes need to collect information about you in order to provide you with a full range of services. This Privacy Policy explains the following:

- What information we may collect about you
- How we will use the information we collect about you
- When we may use your details to contact you
- Whether we will disclose your details to anyone else
- Your choices regarding personal information that you provide to us
- The use of cookies on our websites

Our website contains links to websites owned and operated by third parties. These third-party websites will have their own privacy policies and are likely to use cookies; we recommend that you review them. We do not accept any responsibility or liability for the privacy policies and practices of these third-party websites and if you use them you should be aware that this is at your own risk.

Naturally we are committed to keeping your personal information safe and while we take every possible effort to safeguard this you should be aware that no website can be completely secure, therefore if you have concerns that your account could have been compromised please contact us right away.

If you feel that we have not been able to deal with your concerns and you have a complaint, you have the right to complain to the Information Commissioner, which you can do by contacting the Information Commissioner's Office (ICO) directly, or through their website ~ [www.ico.org.uk](http://www.ico.org.uk).

## Who are we?

Simtor Ltd is the registered company that trades as Warwick Mill Business Village, a UK based private company that provides office space, workspace, meeting rooms and private tenancies.

Through that service we provide a number of additional services including reception facilities, parking, hot desking and gym membership.

## What information will Simtor Ltd collect about me?

When you sign up to any of our services, newsletters, telephone or e-mail us we may receive personal information about you. This may include information such as your name, gender, e-mail address, telephone or mobile number and postal address.

## How will you use the information you collect about me?

We use your personal information in a number of ways to enhance the service we provide to you:

- For administration purposes for example invoicing,
- To provide you with our services, to deal with requests and enquiries about workspace, meeting rooms or our other facilities and services.

We may analyse the information you supply and your activity on our services so that we can offer a more relevant tailored service. If you no longer wish to receive this you may unsubscribe at any time from the emails that we send you or by contacting our data controller.

- We use IP addresses to identify the location of users, to establish number of visits from geographical regions.
- We will not share your personal information with anyone with the exception of government or statutory bodies where we are required to do so by law.

In the event that we propose using your personal information for any other uses we will notify you. See changes to our Privacy Policy.

## When will you contact me?

You may be contacted by us for the following reasons:

- Regarding an enquiry you have submitted regarding one of our services.
- To update you on a matter that affects the services we provide to you.
- To update you about any significant changes to our Terms and Conditions or Privacy Policy
- To invite you to take part in surveys relating to our services
- For marketing purposes

## Contact for marketing purposes

We will only send you marketing emails or contact you via our services where you have agreed to this. We may personalise the message contact based on information you have supplied to us and your use of our services. We provide regular and ad hoc newsletters and email updates.

We may also use your personal information to show you relevant advertising on third party websites, for example Facebook, Twitter and Instagram.

## Sharing your personal information

We will not share your information with third parties unless we have a legal or statutory requirement to do so or we outsource a business function to them. Depending on the location of their services or servers, your personal data may be transferred outside of the EEA. You should note that, outside of the EEA, your personal data may not be kept as securely as European and/or UK Data Legislation requires [and therefore we require your consent to this type of sharing of your data].

## How long will you keep my information?

We will only hold your personal information on our systems for as long as we are legally required to do so. In most cases this will be for up to 7 years.

Under certain circumstances, you have the right by law to:

- Request access to your personal data;
- Request collection of your personal data;
- Request erasure of your personal data;
- Object to processing of your personal data;
- Request the restriction of processing of your personal data; and
- Request the transfer of your personal data to another party.

## How can I delete my personal information?

You may delete your data by closing your account with us. If you no longer wish to keep your account please email us at [reception@warwickmill.co.uk](mailto:reception@warwickmill.co.uk)

## How can I find out what personal information you hold about me?

The Data Protection Act gives you have the right to request a copy of any personal information that we hold about you. Naturally we need to be sure that it's you making the request so we'll need 2 items of identification from you; these could be any two of the following:

- Birth Certificate

- Utility Bill (no more than three months old)
- Bank Statement (current or up to three months old)
- Driving Licence

## Changes to our Privacy Policy

It may be necessary for us to make changes to this policy from time to time for example in order to comply with changes in legislation. If you don't agree to the Privacy Policy and any changes made to it you should not submit any personal information to us. Of course, as previously mentioned, you can check or delete your personal information we hold at any time.

If we make any significant changes to the policy for instance how we use your personal information than we'll notify you by email.

## Questions about this Privacy Policy?

Finally if you have any queries about this policy please get in touch with us

Data Protection Officer

Warwick Mill Business Centre

Warwick Bridge

Carlisle, CA4 8RR

or by e-mail: [reception@warwickmill.co.uk](mailto:reception@warwickmill.co.uk)