

Website Privacy Policy – 25 May 2018

This privacy notice tells you about the information we collect from you when you use our website. In collecting this information, we are acting as a data controller and, by law, we are required to provide you with information about us, about why and how we use your data, and about the rights you have over your data.

Data Protection Laws will change on 25th May 2018 and we have updated this policy at the current time to set out most of your rights under the new laws. Should any other changes take place, we will update this once such changes take place.

For the purposes of General Data Protection Rules, the ‘data controller’ is The Pubs Independent Conciliation & Arbitration Service (PICA-Service) whose address is below. ‘Data Processors’ are staff directly or indirectly employed by the The Pubs Independent Conciliation & Arbitration Service (PICA-Service)

# Who are we?

We are. The Pubs Independent Conciliation & Arbitration Service (PICA-Service) Our address is Infor House, 1 Lakeside Road, Farnborough, Hampshire, GU14 6XP. You can contact us by post at the above address, by email at info@picaservice.co.uk or by telephone on +44 (0)1276 417 806.

We are not required to have a data protection officer, so any enquiries about our use of your personal data should be addressed to the contact details above.

# How we use your information:

Your privacy is protected by law. The law says we are allowed to use your personal information only if we have a legitimate reason to do so. Within PICA-Service, this information would be used in the following ways:

* [When you use our website](#_When_you_use)
* [When you submit an enquiry via our website](#_When_you_submit)
* To administer the PICA-Service case
* Submission to PICA-Service Panel members

* [Your right to complain](#_Your_right_to)
* [Updates to this privacy policy](#_Updates_to_this)

# PICAS logo (2)

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# When you submit an enquiry via our website

When you submit an enquiry via our website, we ask you for your name, contact telephone number and email address.

We use this information to respond to your query, including providing you with any requested information about our services. We may also email you several times after your enquiry in order to follow up and ensure that we have answered to your satisfaction.

Your enquiry is stored and processed as an email which is hosted within a secure data centre within the UK. It is also logged on a database on a secure cloud server based in the UK.

We do not use the information you provide to make any automated decisions that might affect you.

We keep enquiry emails for two years, after which they are securely archived and kept for seven years, when we delete them. Database records are kept for three years after the last contact with you.

### **Who has access to your data:**

* Authorised employees of PICA-Service; who will process it to fulfil our obligations to provide a service

### **Where we store your personal data:**

The data that we collect from you will be stored within the UK. In any event, your data will only be transferred to any third party mentioned in this policy if they have a code of practice in place with regard to Data Protection. We will take all reasonable steps to ensure your data is treated securely and in accordance with this Privacy Statement.

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### **How long we keep your data:**

Your personal information will form part of your case on our database system for 7 years after that date in secure archives, after which it will be destroyed.

### **Accessing your personal information:**

You have the right to access any other personal information we may hold on you.

Any access request must be made in writing to PICA-Service, Infor House, 1 Lakeside Road, Farnborough, Hampshire, GU14 6XP. Any access request may be subject to a fee to cover our costs.

### **Other rights:**

Any queries or feedback about this Privacy Statement should be addressed to the Data Protection Controller, The Pubs Independent Conciliation & Arbitration Service.

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