



KINGDOM

Service with **Care**

SECURITY

CLEANING

RECRUITMENT

TRAINING

PRIVACY NOTICE

Version 18/11/24



Kingdom Services Group Privacy Notice

Version 2 18/11/24

At Kingdom Services Group, we believe in being transparent and straightforward about how we handle your personal information. This privacy notice explains what data we collect, how we use it, and your rights, so you can feel confident in your interactions with us.

Who We Are

Kingdom Services Group Ltd is the parent company of several organizations:

- Kingdom Security
- Kingdom LA Support
- Kingdom Systems
- Kingdom Cleaning
- Kingdom Hygiene
- Kingdom People
- Kingdom Mercury
- Kingdom Academy
- Kingdom Healthcare

Our privacy notice applies to all websites within the Kingdom family: kingdom.co.uk, kingdomhygiene.co.uk, and www.kingdom-healthcare.co.uk

Data Controller Contact Information

You can reach us by post, email, or phone:

- Postal: 1 Woodlands Business Park, Ashton Road, Newton-le-Willows, WA12 0HF
- Email: info@kingdom.co.uk
- Phone: 0845 051 7700

Your Data Protection Rights

We respect your rights and ensure you stay informed and in control of your data. The rights available to you will depend on our reason for processing your personal data:

1. Right to be Informed
 - You can ask for information on how your information is collected and used.
2. Right of Access
 - You have the right to ask us for copies of your personal information. There are some exemptions, which means you may not always receive all the information we process but we will tell you are reasons why.
3. Right to Rectification
 - You have the right to ask us to rectify information you think is inaccurate.
4. Right to Erasure
 - You have the right to ask us to erase your personal information in certain circumstances.
5. Right to Restriction of Processing

- You have the right to ask us to restrict the processing of your information in certain circumstances.
6. Right to Object to Processing
 - You have the right to object to processing your information
 7. Right to Data Portability
 - This only applies to information you have given us. You have the right to ask that we transfer the information you gave us from one organisation to another or give it to you. The right only applies if we are processing information based on your consent or in talks about entering a contract and the processing is automated.
 8. Rights in relation to automated decision making and profiling
 - You have the right to not be subject to a decision based solely on automated processing. Processing is “automated” where it is carried out without human intervention and where it produces legal effects or significantly affects you.

How to Access Your Data

Need a copy of the data we hold? It's simple. Contact our Data Protection Officer, Olly Flaherty, at dataprotectionofficer@kingdom.co.uk or via the address above.

If you need data relating to a fixed penalty notice you can contact the LA Support Admin team at dataprotectionofficer@lasupport.co.uk.

We'll verify your identity to keep your information safe.

How do we collect your Data?

Depending on how you have interacted with us, you may have provided your personal data to us for the following reasons:

- You are currently using one or more of our services.
- You are actively looking to engage one our services and are seeking a quotation from our Sales Centre.
- You have an information request regarding our Kingdom Services Group or one of its companies.
- You have attended an event hosted / organised by Kingdom Services Group or one of its companies.
- You are looking for employment opportunities within Kingdom Services Group or one of its companies.
- You are employed by Kingdom Services Group or one of its companies.
- You have subscribed to a mailing list / newsletter / marketing from Kingdom Services Group or one of its companies.
- You have made a complaint regarding Kingdom Services Group or one of its companies.

How We Use Your Data

We collect only what's necessary to deliver the services you need, whether it's providing a quote, fulfilling a contract, or keeping you informed.

Activity	Data Collected	Use
Using our services	Name, company name, geographic location, email address, telephone number, business	We use the information you provide us to make telephone / email contact to ensure you are receiving your contracted services at the high standard we expect. It will also be used to create invoices or notes of any transactions relating to the agreed service/sale. Any information Kingdom Services Group Ltd holds about you and your business

	sector, bank account details.	encompasses all the details we hold about you and any sales transactions or sales/service enquiry or contract agreement, including any third-party information we have obtained about you from public sources and our own suppliers such as credit referencing agencies.
Looking to engage our services	Name, company name, geographic location, email address, telephone number, business sector.	<p>In you making initial contact you consent to Kingdom Services Group Ltd maintaining a marketing dialogue with you until you either opt out (which you can do at any stage, or we decide to desist in promoting our services. We use the information you provide to form quotations, make telephone contact and to email you in relation to the supply of goods or services both within and without contract. Any information Kingdom Services Group Ltd holds about you and your business encompasses all the details we hold about you and any sales transactions or sales/service enquiry or contract agreement, including any third-party information we have obtained about you from public sources and our own suppliers such as credit referencing agencies.</p> <p>We engage carefully selected third-party partners and service providers who process personal data on our behalf in compliance with GDPR. From time to time, we appoint digital marketing agencies to conduct outreach and marketing activities on our behalf. As part of these activities, personal data may be processed in accordance with applicable data protection laws. Our appointed data processors include:</p> <p>(i) Prospect Global Ltd (trading as Sopro) Reg. UK Co. 09648733. You can contact Sopro and view their privacy policy here: http://sopro.io. Sopro is registered with the ICO Reg: ZA346877. Their Data Protection Officer can be emailed at: dpo@sopro.io</p>

Information Requests	Name, company name, geographic location, email address, telephone number, business sector. Personal contact information as provided through website forms.	Some personal data may be collected about you from the forms and surveys you complete, from records of our correspondence and phone calls and details of your visits to our website, including but not limited to personally identifying information like Internet Protocol (IP) addresses; names; emails; telephone numbers and addresses.
Event Attendance	Name, company name, geographic	Some personal data may be collected about you from the forms and surveys you complete, from records of our correspondence and phone

	location, email address, telephone number, business sector. Personal contact information as provided through website forms	calls and details of your visits to our website, including but not limited to personally identifying information like Internet Protocol (IP) addresses; names; emails; telephone numbers and addresses.
Looking for employment	Name, company name, geographic location, email address, telephone number, business sector.	Some personal data may be collected about you from the forms and surveys you complete, from records of our correspondence and phone calls and details of your visits to our website, including but not limited to personally identifying information like Internet Protocol (IP) addresses; names; emails; telephone numbers and addresses.
Mailing List / Newsletter subscription / Marketing	Name, company name, geographic location, email address, telephone number, business sector.	In you making initial contact you consent to Kingdom Services Group Ltd maintaining a marketing dialogue with you until you either opt out (which you can do at any stage, or we decide to desist in promoting our services. Some personal data may be collected about you from the forms and surveys you complete, from records of our correspondence and phone calls and details of your visits to our website, including but not limited to personally identifying information like Internet Protocol (IP) addresses; names; emails; telephone numbers and addresses.
Complaint	Personal contact information as provided through website forms	Some personal data may be collected about you from the forms and surveys you complete, from records of our correspondence and phone calls and details of your visits to our website, including but not limited to personally identifying information like Internet Protocol (IP) addresses; names; emails; telephone numbers and addresses.

Our lawful basis for processing and retaining your Data

Activity	Use	Retention Period
Using our services	Contract – we have a contract with an individual / organisation to provide you with services. The data we process is necessary to provide you with these services.	<p>Financial – 7 years after the last financial transaction date (includes suppliers and customers within or without contract)</p> <p>Environmental Enforcement Fixed Penalty Back Office System – 7 years or to the end of the contract at which point returned to Data Controller</p> <p>Personal Information processed as part of a contract on behalf of the Data Controller – for the length of the contract, then returned to the Data Controller</p>
Looking to engage our services	Contract – while we may not have a contract with you yet, if you have asked us to provide a quotation or information, we can process your data to comply with your request.	Marketing or Potential customer/supplier (with no transaction) – 2 years

Information Requests	Consent – In providing your details you are consenting to us using your information to provide the relevant dept with the necessary information to handle your request. You may withdraw your consent at any time, but this may affect our ability to fulfil your request.	2 years if no other reason to interact with data subject
Event Attendance	Consent – In providing your details you are consenting to us using your information to provide you with the details necessary to attend the event. You may withdraw your consent at any time, but this may affect our ability to contact you regarding the event.	Marketing or Potential customer/supplier (with no transaction) – 2 years Financial – 7 years after the last financial transaction date (includes suppliers and customers within or without contract)
Looking for employment	Consent – In providing your details you are consenting to us using your information to find suitable vacancies in your area that match your skills. You may withdraw your consent at any time, but this may affect our ability to offer you employment.	Recruitment application (but not commenced employment) – 6 months
Mailing List / Newsletter subscription / Marketing	Legitimate Interest – we will offer you content we believe is in line with the theme of your organisation and/ or website that you would want to publish, this is why we need to process your data. Our legitimate interest in processing your data does not overwrite your data protection interests, or	Marketing or Potential customer/supplier (with no transaction) – 2 years

	fundamental rights and freedoms and you may object to this processing at any time.	
Complaint	Consent – In providing your details you are consenting to us using your information to investigate and resolve your complaint. You may withdraw your consent at any time, but this may affect our ability to close your complaint.	2 years if no other reason to interact with data subject

Our Commitment to Data Security

Your data is stored securely within the UK. We never sell your information or share it for marketing without your consent. When we work with data processors, they operate under strict contracts to protect your information.

We may be required to disclose your Personal Information to meet legal obligations, regulations or valid governmental request.

We also act as a data processor on behalf of our clients. Where this applies, we will only act on the instruction of our client.

Cookies and External Links

Our websites use cookies to enhance your experience. For more details, see our cookie policy. Note that this privacy notice applies only to Kingdom websites, and external links may have their own policies.

Questions or Concerns?

If you have any questions or want to make a complaint, we're here to help. Contact our Data Protection Officer at the above address. If you're not satisfied, you can escalate the matter to the Information Commissioner's Office (ICO).