



This is the GDPR Privacy Policy of:
Pipster Solutions Ltd

Prepared by

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Compliance and Privacy Solutions Ltd
Registered Office 2 Ferndown, Horley, Surrey
Commercial in Confidence

Reviews

Reviewed June 2020 (V2)
Reviewed April 2021 (V3)



Privacy Policy

Pipster Solutions Ltd provides services commercially and specialises in providing quality bid writing, bid management and coaching. This Privacy Policy explains in a clear and succinct way, how Pipster Solutions Ltd uses any personal information collected about you, either through using our website, or in any other way, verbally or in writing.

Topics:

- Data controller
- Basis for collecting your data (Lawful processing)
- Legitimate Interests
- Sensitive Information
- Categories of Personal Data
- Recipients of data
- Data transfers
- Retention policy
- Your Rights as a data subject
- Automated decision making

Data Controller

Pipster Solutions Ltd as an organisation is a data controller and specifically, Ms. Pippa Birch a company director, is Pipster Solutions Ltd.'s nominated Data Controller. Ms. Birch can be contacted by email at pippa@pipster-solutions.co.uk or telephone number +44 (0)7787 501652

How Data is Collected and Processed (Lawful Processing)

Pipster Solutions Ltd collect information about you (our clients) or prospective clients to process your order, manage your account and to email you about other similar services. Personal information is transferred within the EU and USA as part of hosted cloud services (OneDrive, Office 365, Drop Box). The lawful basis on which Pipster Solutions Ltd process your data is in the legitimate interests of Pipster Solutions Ltd.

In identifying this 'Legitimate Interest' as the lawful basis, Pipster Solutions Ltd have conducted a 'Legitimate Interest Assessment' to be satisfied that the interests of Pipster Solutions Ltd do not override your own legitimate rights and freedoms.

Legitimate Interests

The processing of client data is undertaken to engage commercially and offer the most appropriate level of service. In addition, Pipster Solutions Ltd maintain an oversight of



our clients to continue our support. Pipster Solutions Ltd and the client benefit from this processing activity as it provides opportunities to establish and sustain commercial relationships and to provide the most focused advice for the benefit of the client. If processing this data were not permitted, then the company could not operate and provide services.

The data collected will not be used for any unlawful or unethical purpose.

Sensitive Information

Pipster Solutions Ltd does not process sensitive data.

Categories of Data

Pipster Solutions Ltd processes non-sensitive data.

For our staff, data processed includes:

- Name
- Address
- Phone Number
- Email Address
- Birthday
- Bank Details

For our clients, data processed includes:

- Name
- Address (business)
- Phone number
- Email address(s)
- Signature
- Clients staff names
- Clients staff contact detail

Data Recipients

Any personal data collected, hold and process is retained within our own company computers based in the UK. Pipster Solutions Ltd utilise Microsoft 365, OneDrive, and Drop Box cloud services. Microsoft reside the data in UK data centre's and Drop Box reside the data in the USA. Drop Box comply with the Privacy Shield Framework. Pipster



Solutions Ltd also use the services of accountants 'Ship Shape', based in the UK. Personally identifiable data may be used in the preparation of statutory accounts.

Access to personal data is restricted to those who have a legitimate reason to retrieve it, e.g., company directors, managers and nominated individuals.

Data Transfers

Personal Data is transferred to the EU and USA by some of our data processors through their cloud service provision. This complies with the GDPR international transfers requirements.

Retention Policy

The data collected directly from our clients is the minimum required to facilitate the lawful processing described above. Personally Identifiable Data placed on our system will be deleted at 7 years to comply with legal and financial requirements.

Your Rights as a Data Subject

The regulations provide a number of rights to you as the Data Subject. Pipster Solutions Ltd is committed to upholding those rights and those applicable to the personal information collected and processed are listed below. In addition to these rights, you have the right to escalate any concern to the Supervisory Authority, which in the UK is the Information Commissioners Office <https://ico.org.uk>. A full and detailed explanation of all rights can be found at <https://ico.org.uk/for-the-public/>

These rights are:

The Right to be Informed – you should be clear about what, why and in what way your personal information will be processed at the time it is processed. This Privacy Policy sets out that information

Right of Access – you have the right to know what personal information is held, by whom and why. You can send a Subject Access Request to see what personal information and any supplementary information relating to you is held by us. Pipster Solutions Ltd will provide you with the information held within one month of your request, unless the provision of that information is particularly complex. In which case, the deadline may be extended by a further two months. This information will be provided free of charge unless you require multiple copies of the same information, in



these circumstances, Pipster Solutions Ltd retain the right to charge a reasonable administrative fee.

The Right to Rectification – If the information Pipster Solutions Ltd has collected and processed is inaccurate or incomplete, you have the right to have it rectified. A response to your request for rectification will be made within one month unless the request is complex or multiple.

Right to Erasure – You have the right to have your personal data erased and to prevent processing in some specific situations, these include:

- Where personal data is no longer necessary regarding the purpose for which it was originally collected
- When you withdraw consent
- When you oppose the processing and there is no superseding legitimate interest for continuing the processing
- If the personal data was unlawfully processed (i.e. otherwise in breach of the GDPR)
- If the personal data must be removed to comply with a legal obligation
- If the personal data is processed in relation to the offer of information/ society services to a child.

Right to Restrict Processing - If you contest the accuracy of the personal data held, Pipster Solutions Ltd will restrict the processing of your data until accuracy is verified. The restriction of processing can occur for other reasons too, such as if you require us to retain your data in the advent of a legal claim.

Right to Data Portability – You have the right to move, duplicate or transfer your data easily from one IT environment to another in a safe and secure way, without hindrance to usability.

Right to Lodge a Complaint - You also have the right to lodge a complaint with the UK's supervisory body, The Information Commissioners Office www.ico.org.uk

Automated Decision Making

Pipster Solutions Ltd does not conduct any profiling or automated decision making.



Other Websites

The Pipster Solutions Ltd website contains links to other websites. This Privacy Policy only applies to Pipster Solutions Ltd, so if you follow a link to another website, you should read that organisations own Privacy Policy.

Changes to our Privacy Policy

This Privacy Policy will be kept under review, updates will be placed on our website. This Privacy Policy was last updated in April 2021.

How to Contact Pipster Solutions Ltd

You can write to us at this address:

Pipster Solutions Ltd
Heywood House
Heywood
Westbury
Wiltshire
BA13 4NA

You can telephone us on this number:

+44(0)1380 871578

You can email us:

info@pipster-solutions.co.uk

Our website is:

www.pipster-solutions.co.uk

Signed:

Print Name: Pippa Birch

Position: Company Director, Pipster Solutions Ltd

Date: 1st April 2021

Date for next review: 1st April 2022