

Shredall SDS Group, trading as Shredall (East Midlands) Ltd.

PLEASE READ THESE TERMS & CONDITIONS CAREFULLY BEFORE USING THIS SITE

(Reviewed 01.09.22)

Terms of website use

These terms of use (together with the documents referred to in it) tell you the terms of use on which you may make use of our website www.shredall.co.uk, www.sds-storage.co.uk, www.sds-scanning.co.uk, www.shredallsdsgroup.co.uk and www.loftss.co.uk, whether as a guest or a login user.

Please read these terms of website use carefully before you start to use our site. By using our site you confirm that you accept these terms of use and that you agree to comply with them. If you do not agree to these terms of use, you must not use our site.

Other applicable terms

These terms of use refer to the following additional terms, which also apply to your use of our site:

- Our [Privacy Policy](#) which sets out the terms on which we process any personal data we collect from you, or that you provide to us. By using our site, you consent to such processing and you warrant that all data provided by you is accurate.
- Our [Cookie Policy](#), which sets out information about the cookies on our site.

Our privacy promise

Shredall SDS Group is committed to safeguarding your privacy and it is of utmost importance to us. If we ask you to provide certain personal information, you can be assured that it will only be used in accordance with this privacy policy.

We promise:

- to keep your data safe and private
- never share your information outside of the Shredall SDS Group, unless required to do so by law or to fulfil our contract with you
- not to sell your data
- to give you ways to manage and review your marketing choices at any time.

Your privacy is also protected by applicable data privacy and data protection laws including the GDPR. For further details of how we protect and safeguard your information, please refer to our [GDPR commitments](#) on our website.

Information about us - Controller

This privacy policy is adopted by Shredall (East Midlands) Ltd, Shredall SDS Group, SDS Document Storage or SDS Document Scanning (referred to as “Company”, “we”, “us” or “our” in this privacy policy). We are the Data Controller and responsible for your personal data.

When we process your personal data we are regulated under the [UK General Data Protection Regulation](#) which applies in the United Kingdom, we are also regulated by any

national laws which supplement the General Data Protection Regulation in the United Kingdom.

If you have any questions about this privacy policy, including any requests to exercise your legal rights, please contact us using the details set out below.

www.shredall.co.uk, www.sds-storage.co.uk www.sds-scanning.co.uk and www.loftss.co.uk are site's operated by Shredall SDS Group (trading name Shredall (East Midlands) Ltd). We are registered in England and Wales under company number 3317730 and have our registered office and main trading address at Joy House, Bestwood Business Park, Bestwood Village, Nottingham, NG6 8TQ. Our VAT number is 690042061.

We are a limited company.

You can contact us by post at the above address, by email at dataprotection@shredall.co.uk or by telephone on 0115 9777320. The name of our Data Protection Officer is, Carole Woolhouse.

Changes to our terms

We may revise these terms of use at any time by amending this page. Please check this page from time to time to take notice of any changes we made, as they are binding on you.

Changes to our site

We may update our site from time to time, and may change the content at any time. However, please note that any of the content on our site may be out of date at any given time, and we are under no obligation to update it.

We do not guarantee that our site, or any content on it, will be free from errors or omissions.

Accessing our site

Our site is made available free of charge. Access to our site is permitted on a temporary basis. We may suspend, withdraw or change all or any part of our site without notice. We will not be liable to you if for any reason our site is unavailable at any time or for any period.

You are also responsible for ensuring that all persons who access our site through your internet connection are aware of these terms of use and other applicable terms and conditions, and that they comply with them.

Your account and password

If you choose, or you are provided with, a username or password as part of our security procedures, you must treat such information as confidential. You must not disclose it to any third party.

We have the right to disable any username code or password, whether chosen by you or allocated by us, at any time, if in our reasonable opinion you have failed to comply with any of the provisions of these terms of use.

If you know or suspect that anyone other than you knows your username or password, you must promptly notify us at compliance@shredall.co.uk.

Intellectual property rights

We are the owner of all intellectual property rights in our site, and in the material published on it. Those works are protected by copyright laws.

You may print off one copy, and may download extracts, of any page(s) from our site for your personal use and you may draw the attention of others within your organisation to content posted on our site.

You must not modify the paper or digital copies of any materials you have printed off or downloaded in any way, and you must not use any illustrations, photographs, video or audio sequences or any graphics separately from any accompanying text. Our status as the authors of content on our site must always be acknowledged.

If you print off, copy or download any part of our site in breach of these terms of use, your right to use our site will cease immediately and you must, at our option, return or destroy any copies of the materials you have made.

Limitation of our liability

Nothing in these terms of use excludes or limits our liability for death or personal injury arising from our negligence, or our fraud or fraudulent misrepresentation, or any other liability that cannot be excluded or limited by English law.

To the extent permitted by law, we exclude all conditions, warranties, representations or other terms which may apply to our site or any content on it, whether express or implied.

We will not be liable to any user for any loss or damage, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, even if foreseeable, arising under or in connection with:

- use of, or inability to use, our site; or
- use of or reliance on any content displayed on our site.

If you are a business user, please note that in particular, we will not be liable for:

- loss of profits, sales, business, or revenue;
- business interruption;
- loss of anticipated savings;
- loss of business opportunity, goodwill or reputation; or
- any indirect or consequential loss or damage.

If you are a consumer user, please note that we only provide our site for your domestic and private use. You agree not to use our site for any commercial or business purposes, and we have no liability to you for any loss of profit, loss of business, business interruption, or loss of business opportunity.

Viruses

We do not guarantee that our site will be secure or free from bugs or viruses.

You are responsible for configuring your information technology, computer programmes and platform in order to access our site. You should use your own virus protection software.

You must not misuse our site by knowingly introducing viruses, trojans, worms, logic bombs or other material which is malicious or technologically harmful. You must not attempt to gain unauthorized access to our site, the server on which our site is stored or any server, computer or database connected to our site. You must not attack our site via a denial-of-service attack or a distributed denial-of service attack. By breaching this provision, you would commit a criminal offence under the Computer Misuse Act 1990. We will report any such breach to the relevant law enforcement authorities and we will co-operate with those authorities by disclosing your identity to them.

Linking to our site

You may link to our home page, provided you do so in a way that is fair and legal and does not damage our reputation or take advantage of it.

You must not establish a link in such a way as to suggest any form of association, approval or endorsement on our part where none exists.

You must not establish a link to our site in any website that is not owned by you.

Our site must not be framed on any other site, nor may you create a link to any part of our site other than the home page. (unless approved otherwise).

We reserve the right to withdraw linking permission without notice.

If you wish to make any use of content on our site other than that set out above, please contact hello@shredallsdsgroup.co.uk.

Third party links and resources in our site

Where our site contains links to other sites and resources provided by third parties, these links are provided for your information only. We have no control over the contents of those sites or resources.

Using our website

When you use our website to browse our products and services and view the information we make available, a number of cookies are used by us and by third parties to allow the website to function, to collect useful information about visitors and to help to make your user experience better.

Some of the cookies we use are strictly necessary for our website to function, and we don't ask for your consent to place these on your computer. These cookies are shown below.

Cookie Name	Purpose	Further Information
CONCRETE5	Session Cookie	This is required for users to access protected areas

For those cookies that are useful but not strictly necessary we will always ask for your consent before placing them.

As well as the cookies we use, various third parties also place them on your computer, again with your consent. These are shown below.

Cookie Name	Purpose	Further Information
Google	Google Analytics	Provide insights and behaviour patterns into site usage. This information is only processed in a way which does not identify anyone.
Mailchimp	Newsletter	We use a third-party provider to deliver our e-newsletters. We gather statistics around email opening and clicks using industry-standard technologies.
Lead Forensics	Sales Analytics	Provide insights and behaviour patterns into site usage. This information is only processed in a way which does not identify anyone.
Microsoft (Bing)	Microsoft Analytics	Provide insights and behaviour patterns into site usage. This information is only processed in a way which does not identify anyone.

For more information about our use of cookies, please see our [cookie policy](#).

Personalised conversion tracking pixels

A tracking pixel is a small piece of code that is embedded into websites and connects to the cookies from social media and analytics services. Once a tracking pixel is embedded into a website's code, it can be used to show personalised adverts on social media, and track conversions from these adverts. These pixels **do not** enable us to view social media profile information of individual users.

Facebook Ads Conversion Tracking Pixel

This allows us to create personalised Facebook and Instagram adverts and track conversions that are attributable to Facebook and Instagram adverts and the Facebook Audience Network service. If you do not wish to see personalised adverts from Shredall SDS Group, you can click to hide these whenever they appear on your Facebook and Instagram feeds.

[See Facebook's advert preferences here](#)

LinkedIn Insight Tag

This allows us to create personalised adverts which will appear on your LinkedIn newsfeed, track conversions from these adverts, view advert insights, and also monitor your journey through our website. The LinkedIn Insight tag is connected to your LinkedIn browser cookies. These cookies are stored in your browser until you clear your cookies, or the cookies expire. You can opt-out of cookies from LinkedIn via the [LinkedIn settings page](#). You can also read [LinkedIn's cookie policy here](#).

How long we keep your personal information

We will only keep your personal information for the following time periods:

- for as long as you have given your consent (where consent is the lawful basis on which we are using your information)
- for as long as is necessary for the performance of the contract or service, and in accordance with our own retention policy
- for up to two years after you stop being a client in order to respond to a question or complaint. We may also keep your data for longer than one year if we are required to do so for legal or regulatory reasons or to adhere to our own retention policy.

Information that we hold on behalf of our clients

If you have an account with Shredall SDS Group, we do not delete or destroy any information that we hold on your behalf unless we receive a written instruction from you. You are responsible for setting and managing your own time periods for the retention of information which Shredall SDS Group might store, hold or process on your behalf.

When you submit an enquiry via our website (Quick Quote, Contact Us). This privacy notice tells you about the information we collect from you when you ask for a quote via our website [Get a quick quote].

What personal data do we collect?

- When you ask us to quote online - we ask you for your name, telephone number, email, company and postcode. We do not ask for credit card information. We also ask some basic marketing questions, but these are optional.
- When you subscribe to our newsletter, we ask you for your name and your email address.
- When you apply for a job online, we ask you for your name, telephone number, email and CV.

We do not ask for credit card information.

Why do we collect this information?

- We will use your information to process your request and send a response.
- We will use your information to send you our occasional newsletter, which contains information about our products. We ask for your consent to do this, and we will only send you our newsletter for as long as you continue to consent. You are able to unsubscribe at any time.
- We will use your information to process your job application and to issue responses.

What information do we collect?	What we do with the information?	Why?	Who do we share it with?
<p>Contact details and personal information (names, email addresses and telephone numbers)</p>	<p>In order for us to fulfil our contractual responsibilities to deliver our products and services to you, we need to communicate any service-related announcements, billing, changes to services and company announcements. We share and promote our latest company news.</p> <p>We need your details to be able to respond to your enquires and provide customer care or to answer your questions on invoicing and services.</p> <p>We take details when welcoming visitors to our premises for health and safety records and security purposes.</p> <p>To check your credentials before we hire you as a supplier, contractor or consultant. To place an order or ask questions about a product or service you provide to us.</p> <p>To improve our products and services we sometimes request feedback and reviews, for example through Feefo.</p>	<p>Your consent</p> <p>Interests</p> <p>Contractual</p>	<p>Shredall SDS Groups internal teams including marketing, compliance, sales, accounts, customer service and operations teams.</p>
<p>Contractual information (Information about the products and services we provide to you or vice versa)</p>	<p>To enable us to fulfil our contractual responsibilities to deliver our services, such as a scheduled shredding service and requests for changes to our products and services.</p> <p>When hiring you as a supplier, consultant or contractor for our business we need to check that you meet our information security, quality, environmental and business continuity requirements.</p>	<p>Legitimate interests</p> <p>Contractual</p>	<p>Customer service and accounts team</p>
<p>Account information (Account number, contact information, sales and purchase information, pricing, fees and charges relating to your account, transactions on your account including payments)</p>	<p>To invoice your services and to manage any fees/charges on your accounts. Our accounts and customer service team deal with communications relating to your account - pricing, invoicing and payments.</p> <p>We use your account information to communicate and promote our products and services. We share what products, services and offers we think you may be interested in.</p> <p>We share our own account information to buy products and services that we have purchased.</p>	<p>Legitimate interests</p> <p>Contractual</p>	<p>Our customer service, sales, marketing and accounts team.</p>
<p>Registration information (Security details you create and use to connect to our services, these could include one or more of the following: username, password, email address, IP addresses if restricted access is required)</p>	<p>To keep you updated on our latest news and updates.</p> <p>To give you access to our online services for our marketing data</p>	<p>Legitimate interests</p> <p>Contractual</p>	<p>Customer service team, marketing and compliance team.</p>
<p>Complaint information (Feefo reviews and other complaints on email to our team)</p>	<p>We investigate all complaints with the relevant teams in order for us to resolve any issues and improve our services going forward.</p>	<p>Legitimate interests</p>	<p>To the individual who the complaint is about and the relevant internal teams involved.</p>
<p>CCTV (Images of you on our premises)</p>	<p>To protect the security of our premises and the information held on our premises.</p>	<p>Legitimate interests</p>	<p>Our compliance and management teams.</p>

Job applications (Personal/contact details, CV, referees, answers to application or interview questions, equal opportunities information, DBS checks)	We need this information so we can contact you when applying for a role with us and to help us make an informed decision when hiring. Once you are offered a role with us we need your details to enrol you onto our payroll systems and for our DBS checks.	Legitimate interests Contractual	Shredall SDS Group HR partners and teams, management and accounts team.
Cookies	To improve the experience of using our website and to ensure the website functions correctly.	Legitimate interests	Our Marketing department
Consents Any permissions, consents or preferences that you give us	To allow us to contact you about our products and services. This is usually communicated via email marketing from our marketing team.	Consent	Our marketing department
Medical (Coronavirus)	To identify if there are any health and safety risks from visitors or contractors carrying any serious infection such as Covid 19 and passing this onto our team members or other persons visiting the site. To reduce the spread of any infections at Shredall SDS Group.	Consent Public interest	Compliance and management teams.

What do we do with your information?

With your consent, we may contact you again to:

- Follow up your request.
- Promote our range of services.

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

With your consent, we may contact you again to:

- Provide feedback regarding your application;
- Notify you of further opportunities that we feel may be of interest to you.

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

How long do we keep your information for?

Unless you become a customer, we will keep your request information for two years, unless it is needed for legal reasons. Your personal information associated with the request will then be removed from our CRM.

Your rights as a data subject

You have certain legal rights relating to the personal information we hold on you. These include the right to:

- access the personal information we hold on you
- request that we restrict how we use your personal information
- withdraw your consent or object to how we process your personal information
- request that it is corrected, updated, amended or deleted in appropriate circumstances (If we are processing your personal data for reasons of consent or legitimate interest, you can request that your data be erased.)
- request that it is transferred to another location.

If you would like to exercise any of your rights, please contact our Group Compliance team or Data Protection Officer using the contact details above.

If we are processing your personal data for reasons of consent or to fulfil a contract, you can ask us to give you a copy of the information in a machine-readable format so that you can transfer it to another provider.

You can ask us to stop sending you marketing messages at any time by contacting us at any time or using the unsubscribe link.

You have the right to ask us to stop using your information for a period of time if you believe we are not doing so lawfully.

Finally, in some circumstances you can ask us not to reach decisions affecting you using automated processing or profiling.

To submit a request regarding your personal data by email, post or telephone, please use the contact information provided above in the *Information about us* section of this policy.

Keeping your information accurate and up to date

We want to ensure that your personal information is accurate and up to date. Please inform us if any of your personal information is inaccurate or needs updating.

Marketing

We would like to send you information about our products and services which might be of interest. You may opt out at any time by contacting our Group Marketing Manager hello@shredallsdsgroup.co.uk. You also have the opportunity to opt out via the link included in every marketing email you receive from us.

Your rights to Complain.

Shredall SDS Group meets the highest standards when collecting and using personal information. For this reason, we take any complaints about this very seriously.

If you are dissatisfied with how we have handled any aspect of your privacy or personal information, please contact our Group Compliance team (compliance@shredall.co.uk) in the first instance. We also welcome any suggestions for improvement.

You may also contact the regulator in the country in which you reside.

UK: Information Commissioner's Office (ICO) www.ICO.org.uk

ROI: Data Protection Commission (DPC) www.dataprotection.ie

The ICO is also represented in Scotland - <https://ico.org.uk/about-the-ico/who-we-are/scotland-office/>

If you choose not to give us your personal information

If we are requesting your personal information because it is necessary and relevant to the product or service we are delivering, and you withhold this information, it is likely that we will not be able to deliver the product or service, or there will be a delay in doing so.

We sometimes ask for information that is useful, but not required by law or a contract. We will make this clear when we ask for it. You do not have to give us these extra details and it won't affect the products or services you have with us.

We will always ask for your consent before we send you marketing information, you can refuse this or opt out at any time.

Contact us

To contact us, please email hello@shredallsdsgroup.co.uk

Thank you for visiting our site.