



## PRIVACY POLICY

*Skycraft Services Limited* is committed to protecting the privacy of the customers and forthcoming customers to the business. We recognise and respect the importance of withholding personal information and we follow the General Data Protection Regulation (GDPR) to insure we act accordingly.

The General Data Protection Regulation was enforced on May 25th 2018 by The Information Commissioner's Office to modernise the laws that protect the personal information of individuals.

The cornerstone principle of the GDPR is accountability; therefore, this policy notice has been issued to help inform you about how we use your personal information, more importantly how we go about protecting it. We have also provided details on how to contact us in the matter of a complaint in reflection of this information.

### Who we are

Skycraft Services Limited is made up of a number of different legal entities which are stated in our terms and conditions of the business. We as a company act as both the 'controller' and the 'processor' in most cases. The data controller is responsible for determining the purposes for which the personal data is processed can be processed under. If you have any questions regarding this privacy notice or our company terms and conditions please contact [customerservices@skycraft.uk.net](mailto:customerservices@skycraft.uk.net).

### How we collect your personal data

Here at *Skycraft Services* we collect your data in a couple of ways in order to carry out business performance. This is usually from gathering details through transactions. This information is usually collected directly by telephone, email or post. Additionally, with the commencement of our new website, this information will also be gathered through imputing details online. Any other data we may obtain is done through the collection of business cards or through job application processes. We take the same approach with all the personal data to uphold consistency and to guarantee that it is following this new regulation.

Our social media for our company is managed internally but this may also be a way we may obtain the personal data of our clients. We currently only use Facebook, therefore if you were to message us directly the message would be stored by Facebook.

### How we use your personal information

In order to carry out the business performance of our company it requires the use of identity data such as first name, surname and title. Correspondingly, we also store and transfer contact data which includes address, email addresses and telephone numbers.

We may use your personal information we collect for the following reasons:

- i. **To provide our services**, we require details such as addresses to deliver products as well as to administer accounts
- ii. **Business purposes**, to be able to carry out business monitoring and for internal record keeping
- iii. **Communication purposes**, to be able to update you with details regarding transactions or providing important information
- iv. **Legal obligations**, to comply with our legal obligations
- v. **Crime prevention**, in order to help prevent fraud or crime

### Sharing your personal information

We use your personal data for those internal business purposes as previously mentioned but we also share them with our partner company Hoffmann Propeller GmbH & Co KG. This information is to carry out business performance and planning to ensure we are operating efficiently. We do not sell any information to third parties. However, we use third party service providers to help administer particular activities in the business such as delivery.

### What do we do to keep your information secure?

To ensure that your personal information is kept secure we have put in place the appropriate physical and technical measures. Additionally, we limit your information to certain employees, agents, contractors and other legal entities. They will only process your information on our instruction to be strictly conscious of confidentiality. Please be aware that even though we carry out procedures

to prohibit the invasion of your data there are no systems that are completely secure and therefore can't guarantee security.

### **How long your information may be kept**

Your personal information will be held within the business until the completion of the product or service we have been provided or until there is no longer any business interest or interaction with your data. We have an automatic removal of data every 20 years, however, we update the information of an annual basis. Information can also be removed in the event of exercising your right for your personal information to be removed from all of our systems.

### **Your rights**

Under the General Data Protection Regulation you have a number of important rights that you may want to take into consideration or even act upon. These include:

- i. The right to the information about the processing of your personal data
- ii. The right to obtain access to the personal data that may be held about you
- iii. The right to ask for incorrect, inaccurate or incomplete personal data to be corrected
- iv. The right to request that personal data be erased from all systems when it's no longer needed or if processing it is unlawful
- v. You also have the right to object to the processing of your personal data for marketing purposes or on reflection of a particular situation
- vi. The right to request the restriction of the processing of your personal data in specific cases
- vii. The right to receive your personal data in a machine-readable format and send it to another controller ('data portability')
- viii. To request that decisions that are based on automated processing concerning you or significantly affecting you and based on your personal data are made by natural persons, not only by computers. You also have the right in this case to express your point of view and to contest the decision

If you wish to act upon any of your rights under data protection laws, then please contact [customerservices@skycraft.uk.net](mailto:customerservices@skycraft.uk.net). We will react promptly to your request.

It is important that you have read this Privacy notice and if you may feel that we are not complying or acting according to what's stated, you should let us know as soon as possible.

### **Changes to privacy information**

This privacy notice was published on the 27th June 2018 and was last updated on the 27th June 2018.

Changes may occur in terms of this policy and updates to this policy will be made as soon as the changes occur.

### **Further information**

For further information with regards to our privacy policy please contact us on [customerservices@skycraft.uk.net](mailto:customerservices@skycraft.uk.net) or 017638 52150.

If you're in search of more information in reference to the General Data Protection Regulation please visit the websites listed below:

[https://ec.europa.eu/info/law/law-topic/data-protection\\_en](https://ec.europa.eu/info/law/law-topic/data-protection_en)

<https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/>

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