



Shredpro Limited (Shredpro)

Privacy Policy

We are committed to protecting your privacy. We will never sell or pass on your details to any other organisation without your permission.

All personal information collected by us is kept in the strictest confidence. We will not share, or sell any personal information to any third party unless required to do so by law.

Information Collection

From time to time, if we request more specific information in the form of surveys, this is voluntary, and is to help us improve our software products and customer services.

Data Protection

To protect customer privacy, access to information by employees is restricted. If any information with which you have provided us becomes inaccurate or out of date, or if you have any queries about this privacy statement, please contact us.

Data Protection Act registration

Shredpro is registered with the Information Commissioners Office as a data controller under reference Z1196543.

Use of Cookies

We may use a "cookie" in order to track website usage. This cookies does not collect personal information, but records the time of visit, date, "referring" page, and the business to business IP address. This anonymous information is used by us to create a better user experience.

Website Logs

Our webserver automatically collects some information that does not identify you personally. For example, IP address, type of browser and operating system, the date and time you access our Site, etc.

Online Purchases

If you make a purchase of our services online with a credit card, a third party commerce service is used to verify credit card details. This company is sent the total price of the purchase, the card number and expiration date, and the cardholders name and billing address. All information transmitted to this third party is sent using SSL (Secure Socket Layer) encryption. Using this method of encryption further ensures the privacy and security of all our customers. This information is used only to verify the account and clear the transaction.

External Links

Some pages may contain external links to other websites. We cannot be held responsible for content or privacy policy of those sites.



Shredpro GDPR Notice

Contact details

Our Company website address is: www.shredpro-uk.com

Our Company is: Shredpro Limited registered in England and Wales with company number 06445522

The Company registered address is: 8 Calthorpe Road, Edgbaston, Birmingham, West Midlands, B15 1QT and our principal place of business is at Oxalis House, Masons Road, Stratford Upon Avon, CV37 9NB

The nominated representative is Darren Brown who can be contacted by email at sales@shredpro-uk.com

Protecting your Data

The General Data Protection Regulation (GDPR) **and the provisions of the Data Protection Act 2018 apply** to all data we hold about our customers.

We take our responsibility for management of customers data seriously, and have reviewed all our systems and suppliers to ensure that where we store your data, it is held only for legitimate reasons, and is carefully looked after.

We have ensured that our staff, management and board understand the scope and impact of the GDPR. Where appropriate we will be introducing changes to processes and procedures to ensure we fully comply with GDPR.

Data storage and processing

We store service usage data, such as call records, for billing purposes and also for network management and diagnostic purposes. This data contains individual phone numbers but is not processed by us in a way that personally identifies a subscriber. We do not process this data for any other purposes.

We store customer contact information, such as email address and phone number, for marketing purposes only when you have contacted us to enquire about our services, this is in our legitimate interest. When we use third party marketing or advertising services we have ensured that these suppliers are in compliance with GDPR. We do not profile our customer data for marketing or advertising purposes, nor pass on any customer data to third parties for such purposes.

Any data that we store is held securely within the EU and is processed only for the purpose for which it is collected.

Under GDPR we will ensure that your personal data is processed lawfully, fairly, and transparently, without adversely affecting your rights. We will only process your personal data if at least one of the following basis applies:

- a) you have given consent to the processing of your personal data for one or more specific purposes;

- b) processing is necessary for the performance of a contract to which you are a party or in order to take steps at the request of you prior to entering into a contract;
- c) processing is necessary for compliance with a legal obligation to which we are subject;
- d) processing is necessary to protect the vital interests of you or of another natural person;
- e) processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller; and/or
- f) processing is necessary for the purposes of the legitimate interests pursued by us or by a third party such as our credit card payment processing, except where such interests are overridden by the fundamental rights and freedoms of the data subject which require protection of personal data, in particular where the data subject is a child.

Customers Rights

Customers have clear rights under GDPR which we are fully prepared for:

- The right to be informed about the personal data that is being held and processed
- The right of access to personal data via a Subject Access Request
- The right to rectification of personal data if inaccurate, incomplete, or out of date
- The right to erasure of data where there is no lawful reason for its continued processing
- The right to restrict processing of data where information is inaccurate or there is an objection to the lawfulness of the processing
- The right to portability of personal data to reuse elsewhere
- The right to object if no legitimate reason exists for the processing of data
- The right to check or challenge automated decision making and profiling

Please refer to the GDPR regulation or ico.org.uk for full details of these items and the conditions under which it may be appropriate to contact us or make an access request.

Personal data and Subject access requests

Customers have the legal right to ask for a copy of any of their personal data held by us (where such data is held). Please contact us for more details sales@shredpro-uk.com

Customers can ask us not to use their data for marketing. You can withdraw your consent to your personal data being processed. You can do this by contacting us at any time at sales@shredpro-uk.com

Data security and data breaches

Data security is of great importance to us, and to protect your data we have put in place suitable physical, electronic and managerial procedures to safeguard and secure data collected through our website.



Notwithstanding the security measures that we take, it is important to remember that the transmission of data via the internet may not be completely secure and that you are advised to take suitable precautions when transmitting data to us via the internet.

Data protection officer

If you require further information regarding data protection, please contact our Data Protection Officer at sales@shredpro-uk.com