

A woman with short dark hair, wearing a grey polo shirt with the 'COPIER SYSTEMS' logo, is seated at a desk in an office. She is looking at a computer monitor. The desk has multiple monitors and a microphone. The background is a blurred office environment.

# GDPR Privacy Statement and Data Protection Policy

**Copier Systems Ltd is a provider of Managed Print and Digital Office Solutions to businesses in the UK. The nature of our business requires us to gather, store and process company and personal information as part of the implementation process and on-going customer service procedures.**

This policy covers information about our data protection and data policy.

## How we collect and process Data

### What Information Do We Collect?

We collect information about companies and individuals during and after the sales process. Typically, an initial enquiry from a company will include information about their name, company name, job role and contact information but may also include information about the software or systems they use. This information is stored on our internal systems in order to process the enquiry.

During the sales cycle and any future business dealings, additional information may be stored if it is appropriate to the nature of our business. For example, additional contacts within a business, further system information and bank details/payment details.

### How Will We Use The Information About You?

We will collect information about you in order to fulfill any request made on our website, over the phone or in person. For example, delivering a brochure request or responding to an enquiry. We may use your information to personalise the information sent to you and to share information about related products, or services if appropriate.

HBP Systems will not share your information for marketing purposes with companies outside the HBP Group. In order to process any future sales, we may send your details to and also use information from Credit Reference Agencies or Fraud Prevention Agencies.

During system implementation and customer service procedures the information provided to us will be used to carry out support as required.

### Sales And Marketing

We use both Explicit Consent and Legitimate Interest, as specified under GDPR as methods for contacting businesses and individuals who we feel would benefit from our products and services. Where Explicit Consent is not available, we will carry out a Legitimate Interest Assessment so we ensure that we balance the interest of our organisation against the individuals interest.

In short, we use any data we hold to contact people we believe will have an interest in our solutions via email, phone and direct mail.

However, we absolutely respect an individual's desire to remove their consent from our marketing activities or their personal data from our records entirely. If you feel we have misunderstood your consent or your potential interest and would like to exercise your rights, then please contact us using the details in this policy.

### Sharing Information

Copier Systems Limited are part of the HBP Group which consists of HBP Systems Ltd, Kamarin Ltd and HBP Montpellier Ltd.

In the event that we feel any request for contact would be better fulfilled by one of our sister companies, we will pass information to them.

For example, if an enquiry for our services is made and a more suitable company, based on location or expertise is identified, that company will make the initial contact with you.

In addition to this, as part of the service we provide, we may need to pass your data to a third-party service provider. In these scenarios, we hold Partner Agreements or Non-Disclosure Agreements to protect your data.

For example, during an installation of managed print, a third-party may be required to complete a specific task as part of the project. In this scenario, contact details would be shared in order to complete that task. We may also need to securely and safely pass your data on to one of our approved third-parties or partners who act as our agents on occasion to support your hardware and software.

## Access To Your Information And Correction

Due to the nature of our business as a managed print and software provider, staff within our business will have access to systems and data that we have permission to access by our customers, or as part of an agreed sales process. Any data will only be accessed with permission or as part of an agreed task (i.e. to resolve an issue). All of our staff have undergone training regarding data security and privacy best practices. As per our policy regarding sharing information, we may also need to share data or system access to third-parties as required.

You have the right to request a copy of the information that we hold about you. If you'd like a copy of some or all of your personal information, please contact us using the details in this policy. We may make a small charge for this service.

We want to make sure that your personal information is accurate and up-to-date. You may ask us to correct or remove information that is inaccurate.

## Data Security

We take the security of any personal information that we hold incredibly seriously. As well as ensuring our internal systems and databases are protected through best-practice techniques, we also hold a Cyber Essentials Certification that verifies our approach and attitude to Cyber Security. This document can be supplied on request but can also be checked here - <https://www.cyberessentials.ncsc.gov.uk/cert-search/> - by searching for 'HBP Systems Group Ltd' (our parent company).

## Data Storage Location(s)

All of the data we hold is based on storage within the UK.

However, we do use some third-party services where the data of customers may be held outside of the UK. We are able to move the location of this data if requested and if possible, although in some cases this may be a chargeable service.

If you have a question about a specific service and the location of your data, please contact us.

## Data Retention

Although we do not define a specific data retention period, as this will be effected by on-going business relationships, we only keep data on our system that is considered accurate and relevant to the nature of our business.

We fully respect the right for erasure and will comply with any requests to remove data from our systems.

## Complaints

Please use the contact details in this policy. Any complaints will be dealt with by the most appropriate department and a member of the Boards Of Directors will be informed.

Any complaints or requests will be replied to within 30 days.





*“By constantly analysing our performance we are continually looking for new ways to improve and push service level boundaries. We pride ourselves on being a professional yet personal business.”*

**Ryan Eastwood**  
Managing Director

## About Copier Systems

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Phone Number: 01226 321181

Email: [info@copiersystems.co.uk](mailto:info@copiersystems.co.uk)

For any queries about this policy or our approach please contact our Managing Director using the details above.