

MSA Privacy Policy

This privacy policy explains how we use any personal information you provide to MSA when you use our services or our website and any contact you have with our company.

The term 'MSA Environmental Consultants' or 'MSA' or 'us' or 'we' refers to the owner of the website whose contact details can be found on our contact page. The term 'you' refers to the user or viewer of our website.

We respect your right to privacy and are committed to maintaining it. We only collect, store and process your personal information in accordance with the relevant laws and regulations.

By accessing, browsing or otherwise using the website or our services, you confirm that you have read and understood this Privacy Policy. Please ensure you have read it carefully, and particularly the section detailing your rights in relation to the personal information that we collect about you.

What information we collect about you.

Personal information that we collect from you

- Name and Title
- Email address (es) mobile, work- customer dependent
- Phone number (s)- mobile, work- customer dependent
- Purchase information
- Your comments, reviews and responses
- Your images on CCTV
- IP address
- Device information
- Website/Browsing history, including location data
- Cookie information

We collect personal information from you when you:

- Purchase services through the website, including the mobile sites, over the phone
- Complete a form such as contact us
- Engage with us via social media
- Subscribe to our e-marketing
- Submit reviews or choose to complete surveys or feedback sheet
- Register or use our WIFI
- Contact us for any reason, e.g. service queries, complaints, website issues, phone, email and postal correspondence
- Complete a form, such as employment
- Use our car park which usually has CCTV systems operated for the security of both customers and colleagues

How we use the personal information about you

We use your personal information in a number of different ways, depending on the type of information provided. You do not have to provide this personal information but if you don't, we may not be able to provide certain services. The tables below set this out in detail, showing what we do, and why we do it:

Personal information	How we use this personal information	Why we do it
Your name and contact details	To send you information about our services/training courses	MSA has a legitimate interest to send you relevant information regarding our services. You can opt out of these at any time by contacting us. We will also ask you if want to consent to email marketing.
	To monitor and improve the services and the website, including monitoring browsing activity.	MSA has a legitimate interest in monitoring the website to improve customer experience.
	To send you marketing events, information by email, phone, post for MSA services. Please see section below on marketing for more information.	MSA has a legitimate interest in selling its services. Sending details of events to customers helps us to do this. You are free to opt out of receiving these communications at any time.
	To send you service emails or communications required by law to update you about any changes to our services.	We need to do this to comply with our legal obligations. We don't need your consent to send you these communications but they will not include any promotional content.
	To develop and test any changes or improvements to our Websites or services.	MSA has a legitimate interest in developing and testing our services to improve customer experience.
Your device information, preferences and cookies provided when you browse our website	To send you personalised emails (in combination with other information you have provided us) so that we can offer services we think you will be interested in	We will do this where you have consented to the use of cookies on our database. You can manage your cookies settings at any time.
Device information and details when using our Wi-Fi	We do this to allow you to use our Wi-Fi service and allow automatic reconnection when you return to our office.	We've got to do this to perform our contract with you.
Your image on CCTV	To ensure the safety and security of colleagues and customer and the prevention or detection of unlawful acts.	MSA has a legitimate interest in protecting itself from crime, and to provide a safe working environment for our staff.

In some circumstances we also need to provide your information to enable us to comply with legal or regulatory requirements, such as criminal or whistleblowing investigations. We will do this where MSA has a **legal obligation** to provide such personal information to the authorities and regulators to comply with the law. We may also use publicly available information to ensure that our database is kept accurate and relevant. MSA has a **legitimate interest** to ensure our database is kept up to date.

Security of your information

We want you to have confidence in how we use and hold your personal information. We have in place a range of organisational, procedural and technical security measures designed to protect your personal information from unauthorised use or disclosure.

How long will we store your information

We'll hold your information for as long as needed to provide the relevant services to you.

Your rights over your information

You have many rights over your personal information and how it is used. The table below sets out the rights which are available to you and how to make use of those rights.

Your Rights	How to make use of those rights
Right to be informed about what we do with your information	This Privacy Policy and any details provided when we capture your personal information will keep you informed about how we will use this information
Right to access your information	You can request access to the personal information we hold about you. In most cases this is free of charge.
Right to correct your information	If you believe that the personal information we hold about you may be incorrect, then you can contact us to provide us with the updated information.
Right to object to, or restrict MSA using your information	In certain circumstances (including where we use legitimate interests as set out below) you can ask us to stop processing your information or ask for us to limit the ways in which we process this information. However, we can refuse a request in some cases- we will provide you with information explaining why we have refused your request if we do this.
Right to delete your personal information (unless we have a reason to keep it)	Unless we have a reason for keeping your personal information (e.g. where we need this to provide a service to you), you can request for us to stop holding your personal information. If we need to hold on to your information we will tell you why we need to do this when we respond.
Right to stop direct marketing messages	You can do this easily through unsubscribing at the bottom of our emails, or by contacting us.

Consent

Where MSA is using your personal information based on your express consent to this, you have the right to withdraw your consent at any time. To withdraw your consent please contact us at info@gomsa.co.uk

You can also update your consent setting for cookies on the website using your browser settings.

Legitimate interests

If MSA are relying on our legitimate interests to process your information, you have the right to object to us doing this in light of your individual circumstances. We will review this objection and, unless we consider that our legitimate interests override your rights, we will stop processing your information in this way.

Complain to the regulator

If you believe that we have not handled your personal information correctly or are not happy with how we have dealt with your request, you have the right to lodge a complaint with your relevant authority.

Marketing

If you have given us your contact details, we may use these to send you marketing messages by email, post, phone and social media to keep you aware of what we're up to and our services.

As part of running our business, MSA has a legitimate interest to promote our services using marketing messages to existing customers of MSA and/ or those in negotiation with us for a service, unless you have asked us not to.

When we collect your personal data, we give you the opportunity to opt out of receiving those marketing messages by simply ticking the box. We also have other ways you can stop marketing messages in the future, which we've set out below.

If you are currently opted-out of our marketing, you can always choose to opt-in by contacting us at any time.

How to stop marketing message from MSA

You can stop receiving marketing message from us at any time.

For email marketing, the best way to do this is to click on the 'unsubscribe' link in any email you receive.

You can opt out of other marketing as follows:

- For phone and direct mail- you can contact us (see contact us section below)

It might take some time for all our systems to be updated, so you might get messages from us while we fully process your request, but we will ensure that we mark you as having opted- out on our database as soon as we receive your request.

Please be aware that stopping marketing messages will not stop our service communications.

Cookies

Cookies are small encrypted text files that are stored on your device by a website. Our website uses cookies to enable us to analyse our traffic.

You can set your browser not to accept cookies, however, in a few cases some of our website features may not function as a result.

Other websites

Our website may at times contain links to other websites. This Privacy Policy only applies to the MSA website, so when you link to another website, we advise you to read that website's privacy notice.

Transferring data internationally

In order to provide our services, we may need to transfer your information from your country of residence to another country in the usual course of business. By dealing with us and submitting your personal information, you agree to the transfer, storage and/or processing of your personal information outside of your country of residence.

Changes to our Privacy Policy

We may change his Privacy Policy from time to time, to reflect how we are processing your personal information. This privacy policy was last updated on 24 May 2018.

How to contact us

Please feel free to contact us if you have any questions about our privacy policy or the personal information we hold about you.

You can contact us by:

Email:

info@gomsa.co.uk

Telephone:

01225774775

Unless we have said otherwise in this Privacy Policy, MSA will be the 'data controller' of your personal information. We determine the means and purposes for processing your personal information.