

# MBL Solutions Privacy Policy

## About Us

---

This privacy policy (the “Policy”) tells you what to expect when MBL Solutions Limited (“MBL Solutions”) collects personal information.

This Policy applies to visitors to the <https://mblsolutions.co.uk/> website (“Users”). It also applies to any general contact and/or communications which you may have with us.

MBL Solutions Limited is a company registered in England and Wales, company number 04300822. MBL is registered with the Information Commissioner’s Office under registration reference Z7813134.

## When is information collected?

---

Information is collected when you e-mail, write or phone us. You may also provide information by completing the form on our website.

This website is not intended for children, and we do not knowingly collect data relating to children.

## The type of personal information we collect.

---

For the purposes of this Policy we are the “Data Controller” of your Personal Data. This is because we are the organisation which determines why and how your Personal Data is processed. By “Personal Data”, we mean information which, either by itself or when combined with other information that we hold or which is available to us, can be used to identify you.

We currently collect and process the following information:

- Personal identifiers – your name, email address, business contact, and phone number, **and any questions, queries or feedback you leave;**
- Your preferences regarding collection of User information on how you use the MBL Solutions Website, using cookies and page tagging techniques, which may include:
  - information about your Internet Service Provider, your operating system, browser type, domain name, the Internet Protocol (IP) or MAC address of your computer (or other electronic Internet-enabled device), and your access times.

## How we get the personal information and why we have it.

---

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- For reasons of contacting us via the enquiry form;
- For signing up to marketing materials from us to you.

We use the information that you have given us in order to:

- to respond and/or deal with your request or enquiry;
- to communicate with you, including sending you information about products and services which we think may be of interest to you (where you have consented to receive such communications, or where it is otherwise lawful for us to do so). You are able to opt-out of such communications at any time by writing to us, using the contact information provided below;
- to improve the MBL Solutions Website by monitoring how you use it and to analyse trends in using and accessing our Website;
- to gather feedback to improve our services, for example our email alerts;
- to respond to any feedback you send us, if you've asked us to;
- to send email alerts to users who request them;
- to contact you in order to provide you with information about our other services if you request it; and
- for compliance with our legal, regulatory and other good governance obligations.

We may share this information with any organisations we are required to by law or regulation, or any company in our corporate group.

### **Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:**

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting on the contact details below.

(b) Having a legitimate interest, including:

for market research and analysis, developing statistics in order to assess the effectiveness of our Website and communications in order better use these tools;

sharing your Personal Data with our service providers, law enforcement, regulatory, and/or other government organisations, such as IT systems, network providers, data storage and backup providers, professional services providers (such as lawyers, accountants, auditors, consultants).

## How we store your personal information.

---

Your information is securely stored. We keep personal identifiers for as long as it is strictly necessary to fulfil the purposes for which it was collected, to specifically to respond to a query, or provide you with the information which you have requested. Where the information is no longer necessary either to respond to your enquiry or for our internal records purposes, we will delete it in accordance with our retention policy and processes.

For information on how we delete your data please e-mail [mbloperations@mblsolutions.co.uk](mailto:mbloperations@mblsolutions.co.uk)

## Your data protection rights.

---

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your personal information.

**Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

**Your right to object to processing** - You have the the right to object to the processing of your personal information in certain circumstances.

**Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you. Please be aware, that some of the above rights are qualified, so they will not be applicable in all circumstances.

## Contact Details

---

Please contact us by Post at;

Privacy

MBL Solutions Limited

Valley Road, Birkenhead, Merseyside, England, CH41 7ED

Or by e-mail at: [mbloperations@mblsolutions.co.uk](mailto:mbloperations@mblsolutions.co.uk)

Please use the word “Privacy” in your subject title to help us identify your request.

You may also call us at:

0191 2504530

if you wish to make a request.

## **How to complain.**

---

If you have any concerns about our use of your personal information, you can make a complaint to us at.

Privacy

MBL Solutions Limited

Valley Road, Birkenhead, Merseyside, England, CH41 7ED

Phone Number: 01912 504530

E-mail: [mbloperations@mblsolutions.co.uk](mailto:mbloperations@mblsolutions.co.uk)

Please use the word “Privacy” in your subject title to help us identify your request.

## **ICO**

If you feel we have not addressed your concerns, You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO’s address:

Information Commissioner’s Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>

This Privacy Statement was last updated on 1 September 2023.

