

Welcome to the Lodge Service UK Privacy Notice

This information has been produced to help you understand everything you need to know about the way Lodge Service UK collects, uses, and shares personal data, what your legal rights are and how to exercise them.

We hope you'll take some time to read this document; we've tried to keep it all as simple as possible and to avoid jargon, and we'll make our best efforts to keep you informed if there are any changes to the way we process your personal data in the future.

Lodge Service UK takes its responsibility for protecting your data very seriously and we do advise you get to know our practices. If there's anything here you don't understand, or if you want to ask any questions, please feel free to contact us.

Who is the Data Controller?

We are Lodge Service UK.

Registered address: Bank House, 15 Gosditch Street, Cirencester, Gloucestershire, GL7 2AG

Registration number: 00533653

In this document Lodge Service UK may be referred to as "we", "us", or "our".

Lodge Service is parent to a group of other business's/Divisions in which this policy also applies. These include Lodge Security, Lodg.IC LTD, Lodge Intelligence (Lodg.IC Live), Guardhall, Lodge Service Technical, PALS Services, Employers Mutual Protection Service (EMPS), Eclipse Resource.

What kinds of Personal Data does Lodge Service UK Process?

Lodge Service UK collects personal data for various purposes; with that in mind we have created a list of the types of personal data that we may collect, either directly from yourself or from other sources, in order to achieve those purposes.

The kinds of personal data we may collect include:

Customer / Client	Name, address, phone number, email,
Candidate	Name, address, DOB, telephone, email address, work experience, education history, national insurance number, , gender,
Professional Contact	Name, address, phone number, email
Supplier / Trader	Name, address, email, bank details, phone number
Sub-Contractor	Name, address, email, bank details, phone number
Assessor	Name, address, Phone, email, bank details

What are the reasons Lodge Service UK collects Personal Data?

Legal Obligations

Lodge Service UK uses personal data firstly to fulfil any contractual obligations that exist between us and yourself. Where we request personal data be provided to enter into, or meet the terms of any such contract, you will be required to provide the relevant personal data or we will not be able to deliver the goods or services you want. In such cases the lawful basis of us processing the personal data is that it is necessary for the performance of a contract.

We are required by law to process personal data for purposes relating to our legal obligations, these include:

To provide for our financial commitments, or to relevant financial authorities.

To comply with regulatory requirements and any self-regulatory schemes.

To carry out required business operations and due diligence.

To cooperate with relevant authorities for reporting criminal activity, or to detect and prevent fraud.

To investigate any insurance claims, claims of unfair dismissal, claims of any kind of harassment or of discrimination, or any other claim whereby the organisation may have to defend itself.

Legitimate Interests

Lodge Service UK may process Personal Data for any of the following purposes, which are considered to be within our legitimate business interests:

- To provide goods and services where it has been requested,
- To inform customers of goods and services we provide or offers that may interest them,
- To send notification on subjects to individuals who have asked to be kept informed,
- To invite people to participate in research in fields and disciplines they are interested in,
- To improve the quality of the services we offer, and to better understand customers' needs by requesting feedback, or reviews of the services provided, or sending survey forms,
- To recognise when people re-engage with our organisation,
- To improve the organisations website so content is delivered more efficiently,
- To enhance the security measures in place that protect data we are responsible for,
- To protect the organisations assets

Where does Lodge Service UK obtain Personal Data from?

We will collect personal data directly from you in various ways. This could include when you complete an online form, or if you provide the data directly to a representative of Lodge Service UK.

We may receive your information when we work with third parties - including;

- business partners, sub-contractors in technical, payment and delivery services,
- advertising networks, analytics providers, search information providers and

Who will Lodge Service UK share your Personal Data with?

To achieve the above stated purposes for which we process your personal data, we may have to share your personal data with certain third parties.

We shall make all reasonable efforts to ensure that any third-party we share your personal data with is also compliant with data protection law.

The kinds of third parties we may share your personal data with include:

Organisations where it is necessary to setup various resources.

The specific types of third-party Lodge Service UK may share your personal data with include:

IT provider	To support IT systems
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Where will Lodge Service UK store your Personal Data?

Lodge Service UK will not transfer your personal data to any country other than those that have been granted an adequacy decision under the General Data Protection Regulation.

We may however share your personal data with third-party organisations who then transfer the data. We shall take all reasonable measures to ensure those third parties are also compliant with data protection law.

How long will Lodge Service UK keep your Personal Data?

We will keep your personal data only for as long as required to achieve the purposes for which it was collected, in line with this privacy notice.

The following criteria are what determine the period for which we will keep your personal data:

Until we are no longer required to do so to comply with regulatory requirements or financial obligations.

Until we are no longer required to do so by any law we are subject to.

Until all purposes for which the data was originally gathered have become irrelevant or obsolete.

Until it has been requested that we no longer process the data and that it is erased; in some cases, where there is a remaining relevant or legal reason why we are required to keep this data, we may opt to restrict the amount of processing being conducted to what is absolute necessary rather than erase it.

Your Rights, Our Responsibility

There are several rights granted to you immediately upon providing us with your personal information; some of these are mentioned above. We'd like you to know that at Lodge Service UK we take your rights seriously and will always conduct ourselves in a way that is considerate of our responsibility to serve your legal rights.

The Right of Access

This grants you the right to confirm whether or not your personal data is being processed, and to be provided with relevant details of what those processing operations are and what personal data of yours is being processed.

If you would like access to the personal data we have about you, we ask that you contact us using the details below.

The Right to Rectification

This one is fairly straight forward; if you notice that the data we have about you is inaccurate or incomplete, you may request we rectify the mistake. We will make every effort to respond to requests of this type immediately.

The Right to Erasure

Otherwise known as the 'right to be forgotten', this given you the right to request your personal data be deleted.

This is not an absolute right; if you were to request that we erase your personal data, we would erase as much of that data as we could but may have to retain some information if it is necessary.

Were we have received a request for personal data to be erased, if it is necessary for us to retain some of that information we shall ensure that the remaining data is used only when and where it is absolutely necessary.

The Right to Objection

The right to object is a basic freedom all democracies enjoy. If you wish to object to the way we use, or have used, your personal data you may do so freely.

The Right to Complain

We will always try to maintain the highest standards and encourage the confidence our customers have in us as an organisation. To achieve this, we request that any complaints be first brought to our attention so we can properly investigate matters. If you would like to complain about Lodge Service UK to a regulatory body, you may do so by contacting your local data protection supervisory authority.

Lodge Service UK Contact Details

Lodge Service UK Ltd
Bank House, 15 Gosditch Street, Cirencester, Gloucestershire, GL7 2AG
0800289080
Info@lodgeservice.com

Who is the Lodge Service UK Data Protection Officer?

Ametros Group Ltd
Lakeside Offices, Thorn Business Park
Rotherwas Industrial Estate
Hereford
Herefordshire
England

HR2 6JT

0330 223 2246

dpo@ametrosgroup.com

www.ametrosgroup.com

Changes to our privacy policy

We keep our privacy policy under regular review and any updates are posted on our site. This privacy policy was last updated on 1st January 2025.