



## **JHC Client Privacy Notice**

### **How JHC Systems Limited (“We”) collect your data**

Under the standard terms of business / contract we have with you, We need to know basic personal data (name, title, telephone number, email address, company name, signature) in order to provide you with our services and claim our right to be paid in return.

If you do not provide this information, then we will not be able to provide the services you have requested. We will not collect any personal data from you that we do not need.

Unless you tell us otherwise, we will regularly provide you with information about our own products and services.

### **The sources from which We receive and/or collect your data**

We may receive your data directly from you or from our Sales team.

### **How We use your data**

All the personal data We hold about you will be processed by our staff in the United Kingdom and no third parties will have access to your data unless there is a legal obligation for us to provide them with this. Please be aware, however, that your information may be stored on a cloud-based system whose servers are located outside of the European Union.

We take all reasonable steps to ensure that your data is processed securely and in compliance with the relevant data protection regulation.

### **Storing your data**

We will generally keep your personal data for a minimum of 7 years, after which time it will be destroyed if it is no longer required for the lawful purpose(s) for which it was obtained.

### **Who do We share your data with?**

We do not sell your data to any third parties. We may share your data with our contracted email campaign providers, event organisers and digital service providers (i.e. Google). And to comply with any requests made to us by law enforcement or regulatory bodies

### **Your Rights**

When exercising any of the rights listed below, We may need to verify your identity for your security in order to process your request. In such cases your response will be necessary before you can exercise these rights.

You have the following rights:

- The right to access information We hold on you
- The right to correct and update the information We hold on you
- The right to have your information erased
  - When We receive your request We will confirm whether the data has been deleted or the reason why it cannot be deleted (for example because We need it for our legitimate business or regulatory purpose(s)).
- The right to object to the processing of your data
  - Upon receiving the request, We will contact you and let you know if We are able to comply or if We have legitimate grounds to continue to process your data. Even after you exercise your right to object, We may continue to hold your data to comply with your other rights or to bring or defend legal claims.
- The right to data portability

### **Complaints**

If you wish to raise a complaint about how we have handled your data, you can contact our Data Protection Officer who will investigate the matter. If you are not satisfied with our response or believe we are not processing your data in accordance with the law, you can complain to the Information Commissioner's Office (ICO).

If you wish to raise a complaint about how we have handled your data, you can contact our Data Protection Officer ([dataprotection@jhc.financial](mailto:dataprotection@jhc.financial)) who will investigate the matter. If you are not satisfied with our response or believe we are processing your data not in accordance with the law, you can complain to the [Information Commissioner's Office \(ICO\)](#).

### **Our contact details**

JHC Systems Limited,  
6th Floor, 1 Temple Point, Temple Row,  
Birmingham.  
B2 5LG

The contact details of Our Data Protection Officer is [dataprotection@jhc.financial](mailto:dataprotection@jhc.financial)