



## **MFS WEBSITE PRIVACY NOTICE**

### **1. Introduction**

Marshall Thermo King Limited (trading as Marshall Fleet Solutions) respects your privacy and is committed to protecting your personal data. This privacy notice will inform you as to how we look after your personal data when you visit our website (regardless of where you visit it from) and tells you about your privacy rights and how the law protects you.

This privacy notice aims to give you information on how Marshall Fleet Solutions collects and processes your personal data through the use of this website, including any data you provide through it when you sign up for a service from us or when you are making a general enquiry.

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

In the context of this document when referring to the 'data subject' we are referring to you.

Marshall Fleet Solutions is a "data controller". This means that we are responsible for deciding how we hold and use personal information. In accordance with the General Data Protection Regulation we are required by law to notify you of the information contained in this privacy notice.

It is important that you retain and read this document.

We may update this document at any time and the latest version will always be available on the Company <https://marshallfleetsolutions.co.uk/privacy-notice>.

### **2. Responsibilities**

- 2.1 The Data Privacy Manager is responsible for ensuring that this notice is made available to data subjects prior to Marshall Fleet Solutions collecting/processing their personal data.
- 2.2 All Employees/Staff of Marshall Fleet Solutions who interact with data subjects are responsible for ensuring that this notice is drawn to the data subject's attention.

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### 3. Privacy notice

#### 3.1 Who are we?

In the context of this Privacy Notices 'Marshall Fleet Solutions refers to a group of different legal entities made up of the following: -

Marshall Thermo King Ltd

This privacy notice is issued on behalf of Marshall Fleet Solutions, so when we refer to 'Marshall Fleet Solutions, 'The Company', 'we', 'us' or 'our' in this privacy notice, we are referring to the relevant company responsible for processing your personal data.

Our Data Privacy Manager and GDPR Query Contact can be contacted directly here:

- [MFS.GDPR@marshallfleet.co.uk](mailto:MFS.GDPR@marshallfleet.co.uk)  
01223 373206
- Any queries referring to this Privacy notice should be referred to [MFS.GDPR@marshallfleet.co.uk](mailto:MFS.GDPR@marshallfleet.co.uk) in the first instance.

#### 3.2 Personal data types:

Personal data is any information that identifies a living individual such as name, an identifying number (e.g. National Insurance No, Clock No, IP Address), location or physical characteristics associated to that individual. Or any information that when combined identifies the person.

Some personal data is classed as "special category data"

This is data referring to race/ethnicity, religious beliefs, sexual orientation, political opinions, trade union membership, information about your health, genetic and biometric information & criminal records.

We are committed to protecting the privacy of any personal data that you may submit to the website. Generally, you can visit the website without revealing who you are or disclosing any personal data about yourself. However, there may be times when we require personal data about you when you wish us to carry out an action on your behalf. Such personal data is obtained only when voluntarily submitted by you and is subject to the provisions set out on this page.

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### 3.3 We could collect and process the following personal data about you:

- Your name, company, including email address and brief description of your enquiry for general enquiries or reporting a problem with the website
- Usage Data includes information about how you use our website, products and services.
- Technical Data includes internet protocols (IP), browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform and other technology on the devices you use to access this website.
- Details of your visits to the website including, but not limited to, traffic data, locations data, weblogs and other communication data and the resources that you access.
- With respect to the use of the careers section of this Website, our specific Job Applicants Privacy Notice will apply, and you will be required to review and agree those terms prior to using the services available in that section of the Website.

### 3.4 The personal data we collect will be used for the following purposes

We use different methods to collect data from and about you including the following: -

- **Direct interactions**  
You may give us your Identity and Contact details by filling in forms or by corresponding with us by post, phone, email or otherwise. This includes personal data you provide when you: -
  - Apply for products or services;
  - Create an account on our website;
  - Subscribe to our service or publication;
  - Request marketing to be sent to you;
  - Enter a competition, promotion or survey; or
  - Give us feedback
- **Automated technologies or interactions.** As you interact with our website, we may automatically collect Technical Data about your equipment, browsing actions and patterns. We collect this person data by using cookies

### 3.5 Consent

In order to process your request, we will have to ask for your consent to hold your personal data. If you do not click the consent box on the forms, we will not be able to process your requests or reply to you. Please make sure you give us your consent if you would like us to assist you with your enquiry.

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We will only retain your data for the duration of one year after your enquiry/request has been completed. Once this action has been finished, we will remove your personal data from our systems. If you wish for your data to be removed sooner than this, please refer to the exercising of your rights in 3.8

You may withdraw consent at any time by emailing us at:  
[MFS.GDPR@marshallfleet.co.uk](mailto:MFS.GDPR@marshallfleet.co.uk)

### 3.6 Disclosure

Your information may be shared internally with Marshall of Cambridge (Holdings) group of companies, depending on the nature of your enquiry or request.

### 3.7 Retention period

We will hold your personal data for the duration of one year from your interaction with us.

### 3.8 Your rights as a data subject

At any point while we are in possession of, or processing your personal data, you, the data subject, have the following rights:

- Right of access – you have the right to request a copy of the information that we hold about you.
- Right of rectification – you have a right to ask for data that we hold about you that is inaccurate or incomplete to be corrected.
- Right to be forgotten – in certain circumstances you can ask for the data we hold about you to be erased from our records. If there is no overriding legal reason to keep it.
- Right to restriction of processing – where certain conditions apply to have a right to restrict the processing.
- Right of portability – you have the right to have the data we hold about you transferred to another organisation.
- Right to object – you have the right to object to certain types of processing
- Right to object to automated processing, including profiling – You have the right to ask for certain important computer-made decisions (including profiling) to be challenged and to ask for a human to intervene.

(Please note that at this time no automated processing of Personal Identifiable Information (PII) is in operation.

- In the event that Marshall Fleet Solutions, refuses your request under rights of access, we will provide you with a reason as to why.

You have the right to complain as outlined in clause 3.10 below.

If you would like to exercise any of these rights, please contact the company Data Privacy Manager, by emailing [MFS.GDPR@marshallweb.co.uk](mailto:MFS.GDPR@marshallweb.co.uk) or by sending written correspondence to The Data Privacy Manager, Airport House, Newmarket Rd, Cambridge, CB5 8RX.

You can make a subject access request by completing the organisation's Subject Access Request Form available at <https://marshallfleetsolutions.co.uk/privacy-notice>.

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### 3.9 Complaints

In the event that you wish to make a complaint about how your personal data is being processed by Marshall Fleet Solutions \ (or third parties as described in 3.6 above), or how your complaint has been handled, you have the right to lodge a complaint directly with Marshall Fleet Solution’s Data Privacy Manager, by emailing [MFS.GDPR@marshallweb.co.uk](mailto:MFS.GDPR@marshallweb.co.uk) or by sending written correspondence to The Data Privacy Manager, using the contact details below.

If the complaint is not resolved to your satisfaction you have the right to lodge the complaint with the Supervisory Authority.

The details for each of these contacts are:

	Data Privacy Manager	Supervisory Authority
Contact Name:	Isobel Aylott	Information Commissioners Office (ICO)
Address line:	Airport House, Newmarket Rd, Cambridge, CB5 8RX	Wycliffe House Water Lane Wilmslow Cheshire SK9 5AF
Email:	<a href="mailto:MFS.GDPR@marshallfleet.co.uk">MFS.GDPR@marshallfleet.co.uk</a>	<a href="https://ico.org.uk/global/contact-us/email/">https://ico.org.uk/global/contact-us/email/</a>
Telephone:	01223 373206	03031231113
Website		<a href="https://ico.org.uk/concerns/">https://ico.org.uk/concerns/</a>

The recommended method of communication to the ICO is via their website.

### 3.10 Cookies

- Please see our [cookie policy](#).



**4. Links to other websites**

This privacy statement applies only to personal data collected on the website. Other web sites to which the website may be linked may or may not contain privacy policies. We have no influence or control over those sites. The use of other sites, or the submission of personal data to them, is at your own risk and is subject to their privacy statements and policies.

***Document Owner and Approval***

The Data Privacy Manager is the owner of this document and is responsible for ensuring that this record is reviewed in line with the review requirements of GDPR.

A current version of this document is available at  
<https://marshallfleetsolutions.co.uk/privacy-notice>.

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Company Name: Marshall Thermo King Ltd. Company Number: 00759572  
Company Address: The Quorum, Barnwell Road, Cambridge, CB5 8RE