

HOW WE LOOK AFTER STORAGE OF PAPERS AND DOCUMENTS

After completing [your lift installation / lift service] we will have accumulated information, papers and documents; this is how we deal with them:

- We are entitled to keep all your information, papers and documents while there is money owing to us for our charges and expenses.
- We will retain all of your information, papers and documents during the continuance of your maintenance contract.
- We will archive electronically or manually our file of papers (except for any of your papers that you ask to be returned to you) and keep them for six years.

If we retrieve papers or documents from storage in relation to continuing or new instructions to act in connection with your affairs, we will not normally charge for such retrieval.

Personal Information

Under the Data Protection Act 1998, we are required to inform you that the services provided by EMS Ltd will inevitably involve our collecting and processing personal information about you and disclosing that information to employees, agents and other persons involved in the installation and / or servicing of your lift. From time to time, we may also write to you in connection with other services we provide and which we think may be of interest to you.

We are under a duty to you to keep all information relating to your affairs completely confidential unless authorised by you to disclose information to someone else.

However, we may sometimes have other duties and obligations which affect our obligations to you, for example we are obliged to disclose to the National Crime Agency any suspicions we may have regarding money laundering or terrorist activities and this will override our duty of confidentiality to you.

The firm's registrable particulars under section 16 of the Data Protection Act 1998 are as follows:

- (a) EMS Lifts Limited: Registration Number Z1514935
- (b) Data Controller is Richard Lilly
- (c) Personal data processed may include personal details, family details, good and services, financial details, business details, education and employment details
- (d) We process personal information to enable us to provide the appropriate services to you.
- (e) The data may be shared with family, associates or representatives of the client, current, past or prospective employers, healthcare professionals, social and welfare organisations, business associates, trade associations, professional bodies, suppliers and service providers, regulatory authorities, complainants, financial organisations, debt collection and tracing agents, credit reference agencies, courts and tribunals
- (f) It may sometimes be necessary to transfer personal information overseas.

When this is needed, information is only shared within the European Economic Area (EEA) and will be in full compliance with all aspects of the Data Protection Act.