



Privacy Notice for Clients

Introduction

Momart is committed to protecting your privacy and complying with the General Data Protection Regulation (GDPR). We hold personal data about our clients, suppliers, agents, contractors and other contacts for a variety of business purposes. This policy sets out how we seek to protect personal data and ensure that our staff understand the rules governing their use of personal data to which they have access in the course of their work.

This Privacy Notice will let you know:

- how and why we collect personal information;
- what we do with it;
- when and why we share it with other organisations, including the types of organisations involved;
- how long we'll keep it for; and
- the rights and choices you have with regards to your personal information.

Personal Data Held & Purpose

How is your personal data collected?

When you contact us regarding the use of any of the Momart Limited services, we may receive personal information about you. We only collect information that we know we will genuinely use. This can consist of information such as:

- your name;
- email address;
- postal address;
- telephone or mobile number;
- company or industry sector depending on the activity;
- bank account details (if we are paying you);
- details of the works to which the services relate;
- nature of the services including contractual terms;
- details of your insurance cover and
- records of your communications with us.

By submitting your details, you enable Momart Limited (and where applicable its contractors) to provide you with the services you request and answer your queries. Momart may also use the information we collect about you in order to analyse and improve the services offered by Momart Limited.

We may need to provide identification documents in order to arrange travel documents, access passes or facilitate ID verification checks. We may also need to disclose personal information that identifies you in order to meet certain legal compliance requirements (for example, payment of customs duties, tax and prevention of money-laundering). We may collect necessary information relating to a dispute or legal proceeding. To protect our company and, ultimately, customers and customers' payments against fraudulent claims and crimes such as money laundering. We may be required to disclose information to regulators or HMRC.

We use CCTV on our premises to keep you, our staff and property on our premises secure.

Who gets to see your personal data?

We respect the privacy of our clients, we only share specific information with third parties necessary in order to provide requested estimates or delivery our services, e.g.:

- working with overseas shipping agents;
- subcontractors who provide services to us;
- professional advisors;
- where we are under a legal obligation to do so, for example where we are required to share information under statute, to prevent fraud and other criminal offences or because of a Court Order, for example HMRC, the police.

Is your personal data transferred out of the EEA?

Momart does not share large quantities of client data with third parties. The confidentiality of client's information is of the highest importance to Momart. Only information required to plan, estimate or complete individual jobs is shared with third parties. Third parties outside of the EEA include overseas agents and subcontractors.

How long do we keep your personal data?

In most circumstances, we will keep your information for the lifetime of your account with Momart. In some circumstances, we are required to keep some specific information for longer, for example, customs documentation relating to the import and export of goods.

Access to your data and other rights

Individuals have a right under the GDPR to access certain personal data being kept about them on computer and certain files. You can request to update, check the accuracy of or ask us to delete the details that we hold about you by contacting us directly. If you have any questions about this Privacy Policy, please contact:

Data Protection Officer
Momart Ltd Exchange Tower, 6th Floor
2 Harbour Exchange Square
London E14 9GE

T. 0207 426 3000

E. enquiries@momart.co.uk

We will aim to comply with requests for access to personal information as soon as possible, but will ensure it is provided within one month of receiving the written request, as required by GDPR. Where requests are numerous or complex, we may extend this period by a further two months. We will inform you if an extension is necessary.