



## Provide SESS Ltd Privacy Policy

Provide SESS Ltd throughout all business functions ensures that we adhere to GDPR Regulations 2018.

These principles require that personal information is:

- processed fairly and lawfully
- processed for one or more specified and lawful purposes, and not further processed in any way that is incompatible with the original purpose
- adequate, relevant and not excessive
- accurate and, where necessary, kept up to date
- kept for no longer than is necessary for the purpose for which it is being used
- processed in line with the rights of individuals
- kept secure with appropriate technical and organisational measures taken to protect the information
- not transferred outside the European Economic Area (the European Union member states plus Norway, Iceland and Liechtenstein) unless there is adequate protection for the personal information being transferred.

Provide SESS Ltd ensures that all documents and information received is handled correctly and lawfully adhering to the GDPR Regulations 2018 to include staff files, client information and marketing data.

Provide SESS Ltd ('Provide') respects your privacy and your rights to control your personal data. Our principle guidelines are simple: we will be clear about the data we collect and why; your data is protected by us; we do not, and will not, sell your data to third parties.

This Privacy Policy (the 'Policy') explains the personal information we collect from you, either directly or indirectly, and how we will use it. The Policy also covers the choices you can make about the data we collect, and how you can control these decisions. We also give more detail about:

- How we use personal information;
- Sharing and disclosure;
- How to access and control your personal information;
- Other important privacy information; and
- How to contact us regarding your information.



## **The personal information we collect**

As you gather more information about Provide, you may virtually or physically visit a site that we own. Examples include browsing our website, calling our in-house team or attending a Provide manned event. To learn more about our services, you may voluntarily provide personal information, such as your name and email address during these interactions.

## **How we collect your personal information**

### **Cookie policy**

This website uses cookies. Cookies are text files that are stored in a computer system via an Internet browser.

Many Internet sites and servers use cookies. Many cookies contain a so-called cookie ID. A cookie ID is a unique identifier of the cookie. It consists of a character string through which Internet pages and servers can be assigned to the specific Internet browser in which the cookie is stored. This allows visited Internet sites and servers to differentiate the individual browser of the users from other Internet browsers that contain other cookies. A specific Internet browser can be recognised and identified using the unique cookie ID.

Through the use of cookies, Provide Security can provide the users of this website with more user-friendly services that would not be possible without the cookie setting.

By means of a cookie, the information and offers on our website can be optimised with the user in mind. Cookies allow us, as previously mentioned, to recognise our website users. The purpose of this recognition is to make it easier for users to utilise our website. The website user that uses cookies, e.g. does not have to enter access data each time the website is accessed, because this is taken over by the website, and the cookie is thus stored on the user's computer system. Another example is the cookie of a shopping cart in an online shop. The online store remembers the articles that a customer has placed in the virtual shopping cart via a cookie.

Users may, at any time, prevent the setting of cookies through our website by means of a corresponding setting of the Internet browser used, and may thus permanently deny the setting of cookies. Furthermore, already set cookies may be deleted at any time via an Internet browser or other software programs. This is possible in all popular Internet browsers. If the user deactivates the setting of cookies in the Internet browser used, not all functions of our website may be entirely usable.



## Google Analytics

Like most websites, this site uses Google Analytics 4 (GA4), the next generation of Analytics which collects event-based data from both websites and apps, to track user interaction. Google Analytics 4 is a web analytics service provided by Google LLC ("Google"). Google Analytics 4 uses cookies or other tracking technologies to track and analyse the usage of our Website, compile reports on website activity, and provide other services related to website activity and internet usage. We use this data to determine the number of people using our site, to better understand how they find and use our web pages and to see their journey through the website.

Google Analytics 4 collects and processes data in an anonymous form, including but not limited to:

- The pages you visit on our Website
- The time spent on each page
- The operating system and web browser you use
- The website or search query that referred you to our Website

Although GA4 records data such as your geographical location, device, internet browser and operating system, none of this information personally identifies you to us. In GA4, IP Anonymisation is enabled by default and cannot be switched off. This means that GA4 will not store the IP addresses of users.

The operator of the Google Analytics component is Google Inc., 1600 Amphitheatre Pkwy, Mountain View, CA 94043-1351, United States. For the web analytics through Google Analytics the controller uses the application “\_gat.\_anonymizeIp”. By means of this application the IP address of the Internet connection of the user is abridged by Google and anonymised when accessing our websites from a Member State of the European Union or another Contracting State to the Agreement on the European Economic Area.

GA4 makes use of cookies from the [gtag.js JavaScript library](#), which uses first-party cookies to distinguish unique users as well as unique sessions from a single user. GA4 places a cookie on the information technology system of the user: ‘\_ga’ is the main cookie used by GA4, enables a service to distinguish one visitor from another and lasts for 2 years. Any site that implements Google Analytics, including Google services, uses the ‘\_ga’ cookie. Each ‘\_ga’ cookie is unique to the specific property, so it cannot be used to track a given user or browser across unrelated websites.

The following table describes each cookie set by gtag.js. To learn more about the data that Analytics collects, see [Safeguarding your data](#).



Cookie name	Default expiration time	Description
_ga	2 years	Used to distinguish users.
_ga_<container-id>	2 years	Used to persist session state.

These personal data are stored by Google in the United States of America. Google may pass these personal data collected through the technical procedure to third parties. The user may prevent the setting of cookies through our website at any time by means of a corresponding adjustment of the web browser used and thus permanently deny the setting of cookies. Such an adjustment to the Internet browser used would also prevent Google Analytics from setting a cookie on the information technology system of the user. In addition, cookies already in use by Google Analytics may be deleted at any time via a web browser or other software programs. The user has the possibility of objecting to a collection of data that is generated by Google Analytics, which is related to the use of this website, as well as the processing of this data by Google and the chance to preclude any such.

For this purpose, the user must download a browser add-on under the link <https://tools.google.com/dlpage/gaoptout> and install it. This browser add-on tells Google Analytics through a JavaScript, that any data and information about the visits of Internet pages may not be transmitted to Google Analytics. The installation of the browser add-ons is considered an objection by Google. If the information technology system of the user is later deleted, formatted, or newly installed, then the user must reinstall the browser add-ons to disable Google Analytics. If the browser add-on was uninstalled by the user or any other person who is attributable to their sphere of competence, or is disabled, it is possible to execute the reinstallation or reactivation of the browser add-ons.

Further information and the applicable data protection provisions of Google may be retrieved under <https://www.google.com/intl/en/policies/privacy/> and under <http://www.google.com/analytics/terms/us.html>. Google Analytics is further explained under the following link <https://www.google.com/analytics/>



## Google Tag Manager

We are constantly trying to improve the customer experience on our website by providing visitors with more personalised and targeted campaigns and offerings. To do so, we use Google Tag Manager (GTM).

GTM is a little snippet of code that helps us track user behaviour across our sites and then pushes the data to our Google Analytics 4 (GA4) account. Then, all the data is perfectly organised and ready for us to assess and review for potential site improvements and remarketing campaigns. Google Tag Manager is a tag management system provided by Google that allows us to easily update and manage tags on our Website without needing to modify the underlying code.

Google Tag Manager may collect certain information about your usage of our Website, such as:

- The tags deployed on our Website
- The frequency and sequence of tag deployments
- Errors or issues encountered with tag deployments

[Learn more about Google Tag Manager.](#)

## **How we use personal information**

Provide uses the data we collect to inform you of the services we offer. We also use the data to communicate with you, for example, informing you about your account, new products or services available, security and other types of updates.

## **Sharing and disclosure**

Provide does not, and will not, sell personal information about our customers. We only disclose your data as authorised in this Statement. We only share information with third parties for the purposes of delivering services you have contracted for. All such data processors are subject to a duty of care under Article 28 of the General Data Protection Regulation. We will share information as lawfully required with Government bodies such as HMRC and regulatory bodies such as the SIA.

## **How to access and control your personal information**

You can review, edit or delete your personal data by contacting us at [info@provide-security.com](mailto:info@provide-security.com)



### **Our policy towards children**

Provide does not target and is not intended to attract children. Provide does not knowingly solicit personal information from children or send them requests for personal information.

Although visitors of all ages may navigate through our website we do not intentionally collect personal information from those under the age of sixteen. If, following a notification by a parent or guardian, or discovery by other means, a child under sixteen has been improperly registered on this site by using false information, we will delete the child's personal information from our records.

### **Where we store and process personal data**

Personal data collected by Provide may be stored and processed in any country where Provide or its affiliates, subsidiaries or service providers maintain facilities

### **Our retention of personal data**

Provide retains personal data for as long as necessary to provide services and fulfil the transactions you have requested, or for other essential purposes such as complying with our legal obligations and resolving disputes and enforcing our agreements. Because these needs can vary for different data types in the context of different services, actual retention periods can vary significantly.

### **Changes to our Privacy Policy**

Provide may modify or update this Policy when necessary to reflect customer feedback and changes in our service; so, please review it regularly. When we update this Policy, we will revise the version number at the bottom of the Policy. If there are material changes to the Policy or in how we use your personal data, we will notify you either by posting a notice of such changes before they take effect or by directly sending you a notification. We encourage you to regularly review this Policy to learn more about how Provide is using and protecting your information. Your continued use of our services after any modification to this Policy will constitute your acceptance of such modification and updates.

### **How to contact us regarding your information**

If you have any questions about the use of your personal information, please send us an email to. [info@provide-security.com](mailto:info@provide-security.com)



Unless otherwise stated, Provide SESS Ltd is a data controller for personal data we collect through the services subject to this Statement. Our address is:

City Gate Business Centre, 95-107 Southampton Street, Reading, Berkshire RG1 2QU

Stuart Turnbull  
**Managing Director**