

# **GEOAmey Privacy notice**

## **Your right to privacy**

Your right to privacy is very important to us. We take the security of your information seriously and have policies and processes in place to ensure it remains safe. This policy describes ways we collect information, how we use it and how we protect it.

## **About GEOAmey**

GEOAmey was awarded three contracts from the Ministry of Justice (MoJ) in August 2011 to provide Prisoner Escort and Custody Services (PECS) across three regions of the UK in an agreement spanning 10 years. In July 2016 GEOAmey started to work with the Youth Justice Board, and subsequently the Youth Custody Service (YCS) on the Secure Escort Service of Children and Young People (SESCYP) contract to further utilise our national logistical operation of vehicles and depots.

In January 2019 we were awarded the contract to provide Prison Escort and Custody services in Scotland for a period of 8 years.

We currently deliver these services across England, Wales and Scotland. We oversee the custody suites of over 185 courts and have 19 vehicle bases around the country. We have a head office in Manchester and a support services office in Leicester. Our support centre is based in Wakefield for England and Wales, and a control centre in Bellshill for Scotland.

## **How we comply with Data Protection regulations**

We are committed to safeguarding your personal information and we are legally obliged to use your information in line with all laws concerning the protection of personal information.

We are regulated by the Information Commissioners Office (ICO), which is responsible for regulations that cover the collection, storage, processing, disclosure, transfer and destruction of personal data in the United Kingdom, and we are registered as a Data Controller with the ICO. You also have the right to complain to the ICO.

## **Information we hold about you**

We collect personal information about you when you enquire about or make use of our services. Personal information we hold will include:

- name, address and e-mail address
- general location
- telephone number
- records of contact with you, such as system notes, emails and letters

## **How long we keep your information**

We will keep your personal information only for as long as necessary in line with regulatory and legal requirements and will destroy it securely when it is no longer needed.

## **How we protect your information**

The security of your information is very important to us. We protect your information by maintaining physical, electronic, and procedural safeguards in relation to the collection, storage and disclosure of personal data to prevent unauthorised access, accidental loss, disclosure or destruction. We will not transfer your information to other countries outside the EEA unless it is unavoidable to allow us to deliver our products and services. If we do, we take care to ensure the same level of privacy and security as the UK.

No data transmission over the internet can be entirely secure, and therefore we cannot guarantee the security of your personal information and/or use of our sites. However, we use our reasonable endeavours to protect the security of your personal information from unauthorised access.

## **How we use your personal information**

We will only collect, use, hold or disclose personal information where we have a lawful basis to do so. This means information needed to provide you with a product or service, to satisfy legal or regulatory requirements, or where we have your consent. We will use your information to:

- mail out any requested items
- keep our records up to date
- Process job applications
- Gain feedback from you
- prevent crime and meet our legal obligations
- prudentially manage our business through the use of models and forecasts
- keep you informed of other relevant products or services that may be of interest to you where you have provided consent for us to do this
- We may monitor and keep records of email communications which you send to us and other communications with you in accordance with this policy and our other business interests.

## **How you can manage the information we hold and how we use it**

Should your personal information change (e.g. your postcode), or if you no longer wish to receive newsletters or services you have signed up for, or if you wish to review or receive copies of the personal information we hold about you, or have any other queries please email [iso@geoamey.co.uk](mailto:iso@geoamey.co.uk) including full details of your request.

Data protection regulations mean you have rights over how we hold and use the information we hold about you:

- You have the right to give your consent to us using your data for any activities we do not have a lawful basis to carry out, for example sending you marketing communications. You can withdraw consent at any time
- You have the right to request access to the information we hold about you; this is called a Data Subject Access Request
- You have the right to know who your data is shared with and why
- You have the right to have your details updated if they are inaccurate and for information not required for lawful reasons to be deleted
- You have the right to have automated processing and profiling restricted. Profiling may be used to analyse or predict economic situations, health, personal preferences, interests, reliability, behaviour, location or movements
- You have the right to request that information we process by automated means is sent to you or another nominated data controller in a commonly used electronically readable format

If you wish to action any of the above please contact us by:

- e-mailing [iso@geoamey.co.uk](mailto:iso@geoamey.co.uk)
- writing to Unit A&B, 69 The Whittle Estate, Cambridge Road, Whetstone, Leicester. LE8 6LH
- telephoning us on 01454 288 145

You can also contact our Data Protection Officer Directly by email to:

[dpohelpdesk@wildheartshorizon.com](mailto:dpohelpdesk@wildheartshorizon.com)

Please do not include confidential information in e-mails or letters.

## **How we share your information**

From time to time we may send information to, receive information from, or exchange your personal information with:

- any company within our group of companies by means of a centralised database
- partners or agents who support us to deliver our products and services to you, or that we refer you to, or that refer you to us
- companies who perform essential services for us
- third-party organisations that conduct research, analysis and marketing activities on our behalf
- regulators, courts or other public authorities
- the emergency services in the case of accident or emergency

We will only share or exchange data with third parties with the protection of a written agreement and the ability to oversee their activities, unless information is required for legal or regulatory reasons. Where we have relationships with other organisations that process your information on our behalf we take care to ensure

they have high data security standards. We will not allow these organisations to use your personal information for unauthorised purposes.

If the business is reorganised or sold to another organisation, we may transfer any personal information we hold to that organisation.

## **Use of cookies and links to other websites**

Cookies are small text files that are placed on your computer by websites that you visit. They are widely used in order to make websites work, or work more efficiently, as well as to provide information to the owners of the site.

The information collected by cookies and web beacons is not personally identifiable, it includes general information about your computer settings, your connection to the internet e.g. operating system and platforms, IP address, your browsing patterns and timings of browsing on our website and your geographical location.

We also enter into agreements with commercial partners whose websites may be co-branded or framed by us and which you may visit directly through our website. These websites are not subject to our privacy policy. You are advised to read the privacy policy of such other websites.

### **How to change your cookie settings**

Most web browsers allow some control of most cookies through the browser settings. To find out more about cookies, including how to see what cookies have been set and how to manage and delete them, visit [www.aboutcookies.org](http://www.aboutcookies.org) or [www.allaboutcookies.org](http://www.allaboutcookies.org)

To opt out of being tracked by Google Analytics across all websites visit <http://tools.google.com/dlpage/gaoptout>

## **Using our website**

By browsing and using our website you agree to the aspects of this policy governing your use of the website.

If you do not accept this policy, you should not use our website.

This policy applies only to this website and not to other websites to which we provide links. We also enter into agreements with commercial partners whose websites may be co-branded or framed by us and which you may visit directly through our website. These websites are not subject to our privacy policy. You are advised to read the privacy policy of such other websites

## **Terms & Conditions of use of our website**

The information on this website has been prepared solely for the purpose of providing information about GEOAmeY, its brands, subsidiaries and associates. GEOAmeY will use reasonable care to ensure that the information is accurate at

the time it is added to the website but cannot guarantee that the information is accurate. GEOAmeY shall not be liable for any loss or damage that anyone may suffer in reliance on the information on this website.

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GEOAmeY reserves the right to terminate your access to this website at any time for whatever reason.

The above exclusions and limitations apply only to the extent permitted by law. The validity, construction and performance of this contract shall be governed by English law

## **Changes to this policy**

We regularly review this policy. You may view the most recent version on our website.

Last updated March 2019.