



THINK BIG ... AIM HIGHER...SEE BEYOND

At Singh Asian Directory Limited, we take privacy very seriously. We have updated our privacy policy below to ensure that we communicate with you in the clearest way possible and inform you of how we treat your information. We encourage you to read this policy carefully. It will help you make informed decisions about sharing your information with us. This statement has been created as we value our users and recognise their right to keep information private.

Singh Asian Directory Limited: Collecting your Personal Information Singh Asian Directory is a developer of a design and build of a websites, printed directories.

We use a Customer Relationship Management (CRM) system for the storage of data about a company or individual. That data can include information about an identifiable individual, and may include information such as the individual's name, email address, telephone number and other personal information. Our use of your personal data will always have a lawful basis, either because it is necessary for our performance of a contract with you, or because you have consented to our use of your personal data (e.g., by subscribing to emails), or because it is of legitimate interest. Unless you have volunteered the information, we only collect information that is available in the public domain, and the processing of this information is in the legitimate interests of both/either party. Specifically, we may collect information directly from you when you:

- Book or enquire about purchasing our services.
- Apply to be an employee or contractor.
- Contact our team at any time.
- Visit our website.
- Are (or have been) an employee, contractor, or supplier.

You can always choose not to provide your information to us, but it may mean that we are unable to provide you with the service or information you require.

Using Your Information for Limited Purposes

We collect your information in order that we can provide you with the service and any related services that you may request or be interested in. In doing so, we may use the information we have collected from you for purposes related to the services, including:

- Producing your service requested (if available)
- Sending invoices, recording receiving payments or making payments.
- Sending emails for invoicing, Project approval, statements, or other relevant information.
- Carrying out marketing.
- Complying with laws and regulations in applicable jurisdictions.
- Communicating with You.
- Making payments to contractors, employees, and suppliers.

EMAIL: enquiries@singhexpress.co.uk – WEB: www.singhexpress.co.uk

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We will only use your information for the purposes described in this policy or with your express permission.

How do we store your Information?

By providing your information to us, you consent to us storing your information. While your information will be stored, it will remain within our' effective control always. The server host's role is limited to providing a hosting and storage service to us, and we've taken steps to ensure that our server hosts do not have access to and use the necessary level of protection for your information.

How we Protect Your Information

We will always hold your information securely, and we also follow stringent procedures to ensure we work with all personal data in line with the General Data Protection Regulation (GDPR). We are committed to protecting the security of your information, and we take all reasonable precautions to protect it from unauthorised access, modification, or disclosure. Your information is stored on secure servers that have digital certificates to ensure all data transferred between you and the service is encrypted.

However, the Internet is not in itself a secure environment, and we cannot give an absolute assurance that your information will be secure always. Transmission of information over the internet is at your own risk and you should only enter, or instruct the entering of, information to the service within a secure environment. In addition, our employees and the contractors who provide services related to our information systems are obliged to respect the confidentiality of any information held us. However, we will not be held responsible for events arising from unauthorised access of your information. You can also play an important role in keeping your information secure, by maintaining the confidentiality of any password and accounts used on Singh Asian Directory site. We will advise you at the first reasonable opportunity upon discovering or being advised of a security breach where your information is lost, stolen, accessed, used, disclosed, copied, modified, or disposed of by any unauthorised persons or in any unauthorised manner.

Disclosing Your Information in Limited Circumstances

We will only disclose the information you have provided to us to entities outside Singh Asian Directory if it is necessary and appropriate to facilitate the purpose for which your information was collected pursuant to this policy, including the provision of the service.

We will not otherwise disclose your information to a third party unless you have provided your express consent. However, you should be aware that we may be required to disclose your information without your consent to comply with any court orders, or other legal process or investigation, including by tax authorities, if such disclosure is required by law. Where possible and

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appropriate, we will notify you if we are required by law to disclose your information. The third parties who host our servers do not control and are not permitted to access or use your information except for the limited purpose of storing the information.

Accessing or Removing Your Information

It is your responsibility to ensure that the information you provide to us is accurate, complete, and up to date. You may request access to the information we hold about you, or request that we update or correct any information we hold about you, by setting out your request in writing and sending it to us at enquiries@singhexpress.co.uk

We will process your request as soon as reasonably practicable, provided we are not otherwise prevented from doing so on legal grounds. If we are unable to meet your request, we will let you know why. For example, it may be necessary for us to deny your request if it would have an unreasonable impact on the privacy or affairs of other individuals, or if it is not reasonable and practicable for us to process your request in the manner you have requested.

We'll only keep your information for as long as we require it for the purposes of providing you with the service. However, we may also be required to keep some of your information for specified periods, for example, laws required by financial reporting legislation.

If you wish to access or remove your information, please write to us by email at enquiries@singhexpress.co.uk addressed to The Privacy Officer. Our Privacy Officer will endeavour to provide an initial response to your query or request within 10 business days and investigate and attempt to resolve your query or request within 30 business days or such longer period as is necessary and notified to you by our Privacy Officer.

Opt-Out of Any Email Communications

Singh Asian Directory sends billing information, project work information and links, copy deadline dates and marketing information to you via email and WhatsApp. Our emails and WhatsApp messages will contain clear and obvious instructions describing how you can choose to be removed from any mailing list not essential to the service.

We also provides you with selected information about our services and website changes through our email marketing. This is a free service and provides the option of opting out of receiving these by changing your preferences or unsubscribing. We may also make you aware of additional products and services which form part of your relationship with us.

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Collecting Information on our Website

We collect information on our site visitors collectively, including which sections of the site are most frequently visited, how often and for how long. This data is always used as aggregated, non-personal identifying information. We utilise this information to improve and enhance its services by monitoring the areas on the site which are most popular with visitors. This aggregated non-personal information may be shared with our' partners to provide them with an overview of how our website visitors use the site. This is done for the purposes of providing you with a more efficient site.

IP Addresses

Singh Asian Directory' web servers gather your IP address to assist with the diagnosis of problems or support issues with our services. Again, information is gathered in aggregate only and cannot be traced to an individual user.

Cookies & Applets

We uses cookies to provide you with a better experience. This allows us to increase your security by storing your section ID and a way of monitoring single user access.

This aggregate, non-personal information is collated and provided to Singh Asian Directory to assist in analysing the usage of the site.

Privacy Policy Changes

This policy may be updated from time to time. We reserve the right to change this Policy at any time, and any amended Policy is effective upon posting to our website: www.singhexpress.co.uk

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