

# Privacy Statement

This privacy policy has been updated to comply with the new General Data Protection Regulations (GDPR). This new legislation has replaced the Data Protection regulations and will give you more control over how your personal data is processed, shared, stored and deleted. Our updated statement sets out how Maintenance Management Limited (MML) will use and protect any information that you give us when you use this website.

MML is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website; you can be assured that it will only be used in accordance with this privacy statement.

MML may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes.

## **What we collect**

You do not have to provide any information to us to use this website, however if you wish to contact us using the online contact form or email address, we may collect the following information from you:

- Name
- Job Title
- Service Requirement
- Contact information including email address.
- Demographic information such as postcode, industry sector
- Other information relevant to services or products offered/requested

## **What we do with the information we gather**

MML is a Facilities Management Company. We may use the information provided by you to understand your needs for a service or to match your services with our client base. This information will only be shared with authorised, trusted third parties.

- Internal record keeping.
- We may use the information to improve our products and services.
- We may use the information to request products or services from you.
- We may periodically send emails regarding products, services or information of interest to you or relevant to your business using the email address which you have provided.
- From time to time, we may also use your information to contact you for market research purposes. We may contact you by email, phone, or mail. We may use the information to customise the website according to your interests.

## **Security**

We are committed to ensuring that your information is secure. We store all of your information on a secure server. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

## **How we use Cookies**

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

## **Links to other websites**

Our website may contain links to third party websites. Once you have used these links to leave our site, we do not have any control over that website and cannot be held responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

- If you email us with an enquiry/request, MML will retain this information for as long as is reasonably necessary. You can however request for your information to be deleted at any time by writing to [Hello@mmlfm.com](mailto:Hello@mmlfm.com)

- If a relationship is entered into following email/online enquiries, information will be retained for the necessary duration and will be subject to our Contractor/Client GDPR Policy.
- We will not sell, distribute or lease your personal information to other third parties unless we have your permission or are required by law to do so.

You may request details of personal information which we hold about you under the General Data Protection regulations. You can make this request in writing to:

Maintenance Management Ltd  
1st Floor  
Tesa Building  
Yeomans Drive  
Milton Keynes  
MK14 5LS  
*Email: [Hello@mmlfm.com](mailto:Hello@mmlfm.com)*

MML will respond within 30 days of receipt of this request.

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us, as soon as possible, at the above address. We will promptly correct any information found to be incorrect.

If you wish to make a complaint, please contact [Hello@mmlfm.com](mailto:Hello@mmlfm.com) and mark your correspondence for the attention of GDPR Compliance Officer.