

AGS Broker Services – Privacy Policy

1. Introduction

At AGS Broker Services, we are committed to maintaining the trust and confidence of our customers. Our Privacy Policy provides detailed information on what, how and why we collect your personal data, how we use this data, the limited conditions under which we may disclose this data to others, how we keep your data secure, your rights as our customer, our contact details and who to contact should you have a question, comment or complaint.

2. Who we are

AGS Broker Services Limited is a single point of contact for business services including merchant services (card payment machines & merchant cash advance), power (gas & electric) & telecommunications (phone, broadband & VOIP). To provide these business services to our customers we work with carefully selected partners to collect only information necessary for the completion of those business service contracts selected by our customers and for us to maintain agreed levels of service.

3. What data is collected?

The ways in which AGS Broker Services connects with customers include face to face meetings, by telephone or via electronic means including emails and through our website. To provide our customers with agreed business services we collect the following types of data via the methods outlined:

- Personal details – including: name, date of birth, a home utility bill and photo ID.
- Contact details – including: home address, telephone number & email address.
- Business details – including: business address, telephone number and email address.
- Business service details – including: power usage & metering information (power services only); card payment usage (merchant services only); service providers for all services, including IT support (broadband only); and bank account details for service payments (all services).

We are unable to provide our customers with these services if this data is not collected.

4. How do we use data?

AGS Broker Services only collect customer data necessary for the provision of agreed services. This means that limited personal data is used for the set up and administration of customer accounts and providing agreed business services.

5. What legal basis do we have for processing customer data?

The General Data Protection Regulation, implementing legislation and guidance requires a legal basis for processing personal data. AGS Broker Services process customer data for the following purposes:

- Where a customer gives consent for data to be processed for a business service, for example, data necessary for the completion of a card payment machine application.
- To maintain a customer accounts for legitimate interests such as the provision of customer support.

6. When do we share your data?

To fulfil agreed business services AGS Broker Services will share personal data with a range of individuals and other companies, for example, during an application for a card payment machine.

Any disclosures of personal data are made using the minimum personal data necessary for the specific purpose of fulfilling an agreed business service. Data is only shared where deemed necessary to fulfil the services described above or where you have consented to the disclosure of your personal data to such persons.

7. How do we secure your personal data?

AGS Broker Services retain your personal data for as long as necessary to fulfil the purpose for which it was collected. For example:

- Personal and contact details, such as your name, telephone number and email address, are processed for the duration of the business service provision.
- Business service details, such as card payment usage, utility bills and financial details, are processed to fulfil a business service and then erased.

Retained data is stored securely

8. How we protect your data

AGS Broker Services are committed to maintaining the trust and confidence of our customers. We are registered with the Information Commissioner's Office and implement their advice to meet data protection obligations.

9. Your rights in relation to personal data

Under Data Protection law, our customers have the right to access and control personal information as follows:

- You have the right to request a copy of your personal information
- You have the right to ask us to update information that we hold about you where it is incorrect or incomplete.
- You have the right to request the deletion of your personal data, for example where processing is no longer necessary for the purposes for which the data were collected.
- You can ask us to stop processing your data (i.e. we cannot make any further changes, delete, or share it).

Simply email us with your request, using the information in the contact section of this policy. Following verification of your identity we will then carry out all reasonable requests.

10. How we update our Privacy Policy

We may update our Privacy Policy at any time, in accordance with applicable legislative and regulatory requirements or our internal policies and processes. This does not affect your rights.

11. How to contact us

If you would like to discuss any aspect of this Privacy Policy or anything else about personal data that we process, please contact us as follows:

- By email: admin@agsbrokerservices.co.uk or via our website contact form
- By telephone: 01526341330
- By post: AGS Broker Services, 65 Station Road, Bardney, Lincolnshire LN3 5UD.

12. Complaints

If you have any concerns or complaints in relation to the processing of your data, we ask that you contact us first to give us the chance to understand the complaint and to see how we can address it.

You may also contact our supervisory authority, the Information Commissioners Office directly, as follows:

- Telephone helpline: 0303 123 1113
- By live chat and for further information regarding making a complaint: ico.org.uk/concerns/