



MPG.co.uk - Email: [admin@mpg.co.uk](mailto:admin@mpg.co.uk)

Tel: 01202 533666



JMS Services 3 (UK) Ltd t/a MPG.co.uk

## Customer Privacy Notice

**Registered name:** JMS Services 3 (UK) Ltd (Trading As MPG.co.uk)

This privacy notice tells you what to expect us to do with your personal information.

- [Contact details](#)
- [What information we collect, use, and why](#)
- [Lawful bases and data protection rights](#)
- [Where we get personal information from](#)
- [How long we keep information](#)
- [Who we share information with](#)
- [How to complain](#)

Contact details - Email - [admin@mpg.co.uk](mailto:admin@mpg.co.uk)

What information we collect, use, and why

We collect or use the following information to **provide and improve products and services for clients:**

- Names and contact details
- Addresses
- Gender
- Pronoun preferences
- Occupation
- Date of birth



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- Marital status
- Third party information (such as family members or other relevant parties)
- Payment details (including card or bank information for transfers and direct debits)
- Financial data (including income and expenditure)
- Usage data (including information about how you interact with and use our website, products and services)
- Employment details (including salary, sick pay and length of service)
- Credit history and credit reference information
- Sanction checks
- Audio recordings (eg calls)
- Records of meetings and decisions
- Website user information

We collect or use the following personal information for the **operation of client or customer accounts**:

- Names and contact details
- Addresses
- Account information, including registration details
- Information used for security purposes

We also collect or use the following information for the **operation of client or customer accounts**:

- Biometric information (where used to identify someone)

We collect or use the following personal information for **information updates or marketing purposes**:



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- Names and contact details
- Addresses

We collect or use the following personal information to **comply with legal requirements**:

- Name
- Contact information
- Identification documents
- Client account information
- Any other personal information required to comply with legal obligations

We also collect or use the following information to **comply with legal requirements**:

- Biometric information (where used to identify someone)

We collect or use the following personal information for **dealing with queries, complaints or claims**:

- Names and contact details
- Address
- Payment details
- Account information
- Call recordings
- Witness statements and contact details
- Photographs
- Customer or client accounts and records
- Financial transaction information



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- Information relating to health and safety (including incident investigation details and reports and accident book records)
- Correspondence

We also collect or use the following information for **dealing with queries, complaints or claims:**

- Biometric information (where used to identify someone)
- Health information

Lawful bases and data protection rights

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. There is a list of possible lawful bases in the UK GDPR. You can find out more about lawful bases on the ICO’s website.

Which lawful basis we rely on may affect your data protection rights which are in brief set out below. You can find out more about your data protection rights and the exemptions which may apply on the ICO’s website:

- **Your right of access** - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for. (You can read more about this on the ICO website).
- **Your right to rectification** - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. (You can read more about this on the ICO website).
- **Your right to erasure** - You have the right to ask us to delete your personal information. (You can read more about this on the ICO website).
- **Your right to restriction of processing** - You have the right to ask us to limit how we can use your personal information. (You can read more about this on the ICO website).
- **Your right to object to processing** - You have the right to object to the processing of your personal data. (You can read more about this on the ICO website).



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- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you. (You can read more about this on the ICO website).
- **Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent at any time. (You can read more about this on the ICO website).

If you make a request, we must respond to you without undue delay and in any event within one month.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

Our lawful bases for the collection and use of your data

Our lawful bases for collecting or using personal information to **provide and improve products and services for clients** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.

Our lawful bases for collecting or using personal information for the **operation of client or customer accounts** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.

- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.

Our lawful bases for collecting or using personal information for **information updates or marketing purposes** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.

Our lawful bases for collecting or using personal information to **comply with legal requirements**:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- Vital interests – collecting or using the information is needed when someone's physical or mental health or wellbeing is at urgent or serious risk. This includes an urgent need for life sustaining food, water, clothing or shelter. All of your data protection rights may apply, except the right to object and the right to portability.

Our lawful bases for collecting or using personal information for **dealing with queries, complaints or claims** are:



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- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
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- Vital interests – collecting or using the information is needed when someone’s physical or mental health or wellbeing is at urgent or serious risk. This includes an urgent need for life sustaining food, water, clothing or shelter. All of your data protection rights may apply, except the right to object and the right to portability.

Where we get personal information from

- Directly from you
- Previous employment
- Credit reference agencies

How long we keep information

Your personal information may be retained for up to seven years, or as required for accounting and auditing purposes.

Who we share information with

Data processors

### **MRI software**

This data processor does the following activities for us: Property management software to retain Landlord and Tenant information relating to your contract. Vouch (and other similar agencies ) for the purpose of credit referencing.



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We have a joint controller relationship with Vouch (and other similar companies). We process your personal information with that joint controller for the following reason: Credit referencing agency.

We also have a joint controller relationship with MRI. We process your personal information with that joint controller for the following reason: Property management software.

Others we share personal information with

- Debt collection agencies
- Other financial or fraud investigation authorities
- Professional or legal companies, ie. Estate agents, solicitors.
- Emergency services
- Organisations we're legally obliged to share personal information with
- Previous employers
- Suppliers and service providers

How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office  
Wycliffe House, Water Lane  
Wilmslow, Cheshire  
SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

June, 2025