



Customer Privacy Policy

At Vertex, we are committed to protecting your privacy. This Privacy Policy applies to all customers of Vertex and governs our data collection, processing, and usage practices. It also describes your choices regarding use, access, and correction of your personal data. By using our services, you consent to the data practices described in this Privacy Policy.

This Policy explains when and why we collect personal information about customers, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

We may change this Policy from time to time. By using our services, you are agreeing to be bound by this Policy.

Any questions regarding this Policy and our privacy practices should be sent by email to quality@vertex.net or by writing to Quality Assurance Manager at Vertex Services Group Limited, HQ. 21 Oakwood Hill Industrial Estate, Loughton, Essex IG10 3TZ. Alternatively, you can telephone 020 8508 8420

WHO ARE WE?

Vertex is a privately owned company established in 1990. It has grown to become a respected building services provider, delivering engineering and fabric solutions to major UK-based companies.

The company focus is centred on technical excellence and long-term relationships. Our client base still boasts many customers from our early days, and we have a true partnership ethos. We have come a long way since our business started and we have steadily evolved in response to our customers' needs.

We work to develop relationships that have a positive impact in your working environment, by listening to your needs and developing solutions fit for the 21st century. Our **One Team, One Vision** approach is based on empowerment, and we recognise that our most important assets are our people.

By working closely with the client, we get a full understanding of the needs and requirements which in turn helps your business provide a better and safer working environment for you and your staff and preserves the life and maximises the value of business assets. The use of up-to-date technologies – software tools such as FSI-Go, Concept Evolution and smart tablets with pre-installed workflow documents – help us respond to, and keep track of, all our clients' needs. Live tracking on Google Maps backed by Satellite, Street View, and Traffic Integration of all our vehicles provides us with real-time positioning. This allows us to respond quickly to any reactive callouts we receive.

Our teams combine extensive experience across the building and facilities management spectrum. They know how to plan and execute Maintenance Programmes (Corrective & Preventive) and Installation Projects that optimise asset effectiveness and energy and related cost-efficiencies and also minimise disruption to owner/occupiers.

HOW DO WE COLLECT INFORMATION FROM YOU?

We obtain information about you when you enter into a tender or quote situation, enter into a contract, place an order, request services information, or log a call for example.

WHAT TYPE OF INFORMATION IS COLLECTED FROM YOU?

When it comes to data protection, companies typically collect personal information from their clients. This information may include things like names, addresses, phone numbers, email addresses, and other contact information. Additionally, we may collect financial information such as, bank account information, and other payment details. Where we need to collect personal data by law, or under the terms of a contract we have with you and you fail to provide that data when requested, we may not be able to perform the contract we have or are trying to enter into with you. In this case, we may have to cancel a service you have with us, but we will notify you if this is the case at the time.

HOW IS YOUR INFORMATION USED?

We may use your information to:

- process a service that you have requested
- process orders that you have submitted
- complete any tender information
- to carry out our obligations arising from any contracts entered into by you and us
- seek your views or comments on the services we provide
- notify you of changes to our services
- we may from time to time use customer testimonials and comments for marketing purposes, which may contain Personal Data. We obtain each customer's consent via email or post before posting the customer's name and testimonial.

We review our retention periods for personal information on a regular basis. We are legally required to hold some types of information to fulfil our statutory obligations. We will hold your personal information on our systems for as long as is necessary for the relevant activity, or as long as is set out in any relevant contract you hold with us.

WHO HAS ACCESS TO YOUR INFORMATION?

We will not sell or rent your information to third parties. We will not share your information with third parties for marketing purposes.

Third Party Service Providers working on our behalf: We may pass your information to our third-party service providers, subcontractors and other associated organisations for the purposes of completing tasks and providing services to you on our behalf. However, when we use third party service providers, we disclose only the personal information that is

necessary to deliver the service and we have a contract in place that requires them to keep your information secure and not to use it for their own direct marketing purposes. Please be reassured that we will not release your information to third parties beyond the Vertex network for them to use for their own direct marketing purposes, unless you have requested us to do so, or we are required to do so by law, for example, by a court order or for the purposes of prevention of fraud or other crime.

We may transfer your personal information to a third party as part of a sale of some or all of our business and assets to any third party or as part of any business restructuring or reorganisation, or if we're under a duty to disclose or share your personal data in order to comply with any legal obligation or to enforce or apply our terms of use or to protect the rights, property or safety of our customers. However, we will take steps with the aim of ensuring that your privacy rights continue to be protected.

HOW YOU CAN ACCESS AND UPDATE YOUR INFORMATION?

The accuracy of your information is important to us. We are working on ways to make it easier for you to review and correct the information that we hold about you. In the meantime, if you change email address, or any of the other information we hold is inaccurate or out of date, please email us at: info@vertex.net. Alternatively, you can telephone 020 8508 8420. You have the right to ask for a copy of the information Vertex hold about you.

SECURITY PRECAUTIONS IN PLACE TO PROTECT LOSS, MISUSE, OR ALTERATION OF YOUR INFORMATION.

When you give us personal information, we take steps to ensure that it is treated securely. Non-sensitive details (your email address etc.) are transmitted normally over the Internet, and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems.

PROFILING

We may analyse your personal information to create a profile of your interests and preferences so that we can contact you with information relevant to you. We may make use of additional information about you when it is available from external sources to help us do this effectively.

16 OR UNDER

We do not knowingly or intentionally collect information about children under 16. If you believe that we have collected information about a child under 16, please contact us, so that we may delete the information.

TRANSFERRING INFORMATION OUTSIDE OF EUROPE

Vertex do not transfer data to countries outside the European Union ("EU"). If you use our services while you are outside the EU, your information may be transferred outside the EU in order to provide you with those services.

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Review of this Policy. We keep this Policy under regular review. This Policy was last updated in June 2025.



Wayne Tantrum
Managing Director
Vertex Services Group