



CUSTOMER PRIVACY NOTICE

12A MANNINGS HILL ROAD, KINGSTON 8, JM WI, TELEPHONE: (876) 620-8321-2

BIOMETRIC SOLUTIONS LIMITED

Customer Privacy Notice

The purpose of this privacy notice tells you what to expect us to do with your personal information.

The information provided by you within the course of our engagement will be used to identify you and will be processed solely for the purpose of carrying out the scope of services set out in the Terms of Contract for the provision of the relevant service. The information you provide us will be stored on your physical file as well as on our cloud storage secured using Amazon Web services and Microsoft Azure. Kindly note that, information provided by you may be shared with the relevant third parties such as government agencies in order to complete the provisions of our services to you or to comply with government/legal obligations.

Further, you hereby confirm that the personal data you provide shall be accurate and up-to-date and that you and/or your agent and/or your authorized representatives shall notify us of any changes in your data or circumstances.

We are committed to securing your data and keeping it confidential and have implemented internal policies and procedures as well as the latest technologies and software, which help us safeguard all the information we collect in house and online.

Contact details

BIOMETRIC SOLUTIONS LIMITED

12A Mannings Hill Road

Kingston 8, JM WI

Phone: (876) 620 8321, (876) 618 5861 – 2

Fax: (876) 620 8322

Mobile: (876) 361 3776

Attention: Mr. Saevion McFardenn
Data Protection Officer

Email:

What information we collect, use, and why

We collect or use the following information to **provide services and goods, including delivery:**

- Names and contact details
- Addresses
- Date of birth

- Purchase or account history
- Account information
- Website user information (including user journeys and cookie tracking)
- Identification documents
- Information relating to compliments or complaints

We also collect or use the following information to **provide services and goods, including delivery:**

- Biometric information (where used to identify someone)

We collect or use the following information for **the operation of customer accounts and guarantees:**

- Names and contact details
- Addresses
- Payment details (including card or bank information for transfers and direct debits)
- Account information, including registration details
- Information used for security purposes
- Marketing preferences

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

- Names and contact details
- Addresses
- Marketing preferences
- Location data
- Purchase or viewing history
- Records of consent, where appropriate

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

- Name
- Contact information
- Identification documents
- Financial transaction information

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

- Biometric information (where used to identify someone)

What User Data We Collect on our website

When you visit our website, we may collect the following data:

- Your IP address.

- Your contact information and email address.
- Other information such as interests and preferences.
- Data profile regarding your online behavior on our blog.

Why We Collect Your Data

We are collecting your data for several reasons:

- To better understand your needs.
- To improve our services and products.
- To send you promotional emails containing the information we think you will find interesting.
- To contact you to fill out surveys and participate in other types of market research.
- To customize our blog according to your online behavior and personal preferences.

Our Cookie Policy

Once you agree to allow the use of cookies, you also agree to use the data it collects regarding your online behavior (analyze web traffic, web pages you visit and spend the most time on).

Lawful basis for data collection and processing

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

- Consent
- Contract
- Legal obligation

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

- Consent
- Contract
- Legal obligation

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

- Consent
- Contract

Our lawful bases for collecting or using personal information for **legal requirements** are:

- Consent
- Contract
- Legal obligation

Where we get personal information from

- From you directly

How long we keep information

Your information will be retained for a period of ten (10) years after the termination of your engagement with the Company. Upon expiration of the retention period, all personal information/data, is destroyed and removed from our databases, files and cloud storage.

Who we share information with

Data Processors:

Microsoft Azure and Amazon Web Services

The foregoing data processors have access to the information solely for the purpose of storage.

Others we share personal information with:

- Professional or legal advisors
- Relevant regulatory authorities
- External auditors or inspectors
- Organisations we're legally obliged to share personal information with

Your data protection rights

Under data protection law, you have rights including:

- **Your right of access** - You have the right to ask us for copies of your personal data.
- **Your right to rectification** - You have the right to ask us to rectify personal data you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- **Your right to erasure** - You have the right to ask us to erase your personal data in certain circumstances.
- **Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal data in certain circumstances.
- **Your right to object to processing** - You have the right to object to the processing of your personal data in certain circumstances.

- **Your right to data portability** - You have the right to ask that we transfer the personal data you gave us to another organisation, or to you, in certain circumstances.
- **Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent.

Restricting the Collection of your Personal Data on our website:

At some point, you might wish to restrict the use and collection of your personal data. You can achieve this by doing the following:

1. When you are filling the forms on the blog, make sure to check if there is a box which you can leave unchecked, if you don't want to disclose your personal information.
2. If you have already agreed to share your information with us, feel free to contact us via email and we will be more than happy to change this for you.

If you make a request, we have one calendar month to respond to you.

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

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 Office of the Information Commissioner at:

Masonic Building, 2nd Floor

45-47 Barbados Avenue, Kingston 5

Email: info@oic.gov.jm

Telephone numbers: 876-929-8568; 876-929-6952; 876-960-0874; 876-968-5622