



Part of the PayPoint Group

RSM 2000 Limited - Privacy Statement

This Privacy Statement relates to personal data provided by you via this website. Details of processing of personal data relating to your customers for each service provided by us is included in your contract with us.

Name

Registered name: RSM 2000 Limited

Trading Name: PayPoint Digital

Scope

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](#)

Our Contact details

Post

1 The Boulevard, Shire Park, WELWYN GARDEN CITY, Hertfordshire, AL7 1TW, GB

Email

privacy@paypoint.com

What information we collect, use, and why

We collect or use the following information to contact with you as a prospective client.



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- Names and contact details

Lawful Basis

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.

Your Data Protection Rights

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 right here.](#)
- **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 right here.](#)
- **Your right to erasure** - You have the right to ask us to delete your personal information. [You can read more about this right here.](#)
- **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 right here.](#)
- **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 right here.](#)
- **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 right here.](#)
- **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 right here.](#)

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.



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Our lawful basis for the collection and use of your data

Our lawful bases for collecting or using personal information is to contact you as prospective client are:

- 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.
- Legitimate interests – we’re collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability.

Our legitimate interests are:

- To respond to prospective your requests for general information about our services before a contract is identified.
- To process direct debits due to or from you.

Where we get personal information from

- Directly from you.
- From the organisation to whom you have given your consent to raise a direct debit.

How long we keep information

If you enter into a contract with us, we will retain your personal data for a period of 7 years after the conclusion of the contract.

If you do not enter into a contract with us, we will retain your data for 24 months after we cease contact with your or close your enquiry.

Transactions data is retained for 7 years after the date of the transaction, or such other period as prescribed by law. Please note we are required to retain such data for legal and compliance purposes.

Who we share information with

Data processors

PayPoint Network Limited

This data processor does the following activities for us:



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The processor supports our CRM services.

Pay.UK and BACs

As part of the direct debit scheme.

Others we share personal information with

- Organisations we need to share information with for safeguarding reasons
- Professional or legal advisors
- Relevant regulatory authorities
- External auditors or inspectors
- Professional consultants
- Organisations we're legally obliged to share personal information with.
- Payment systems and payment system operators such as Pay,UK, BACs and Faster Payments.

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



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

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28 November 2024