

Privacy

We collect, store and process large amounts of personal data. We accept our responsibility to ensure that all such personal data is kept secure, handled with care and in compliance with all applicable data protection and privacy laws

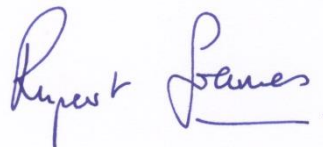
We understand the need to collect, store and process personal data, and we are committed to protecting the personal data of our customers, suppliers and employees.

We will comply with, and demonstrate compliance with, all applicable data privacy laws and regulations.

We will:

- collect, store and process personal data fairly, lawfully and in a transparent manner
 - only collect personal data for specified, explicit and legitimate purposes and in a manner compatible with those purposes
 - only collect personal data which is adequate, relevant and limited to what is necessary in relation to the purposes for which it is processed
 - ensure that personal data is accurate and kept up to date
 - only retain personal information for as long as is necessary to achieve its specified purpose(s) and in accordance with applicable law
 - use appropriate technical and organisational security measures to protect personal data against unauthorised or unlawful processing and against accidental loss, destruction or damage
 - protect data and take appropriate measures when personal data is being transferred within and outside the Company, as well as to other jurisdictions
 - notify relevant supervisory authorities of any personal data breaches within required timelines of becoming aware of the breach and notify affected data subjects, where required, in respect of a serious breach
- respect and comply with the statutory rights available to data subjects
 - ensure appropriate data protection obligations are contained in the written contracts we have with all third parties to whom we disclose, or from whom we receive personal data
 - report, record and properly address all breaches of applicable data privacy laws and regulations, and incidences of non-compliance with this policy in a timely manner
 - be responsible for, and demonstrate, compliance with this policy, all Data Protection standards and operating procedures and applicable data privacy laws and regulations

We will put this policy into practice by applying policies, standards, operating procedures and processes so that we secure and fairly process personal data.



Rupert Soames

Group Chief Executive, Serco Group plc