

Fleet Insulation Company Limited

General Data Protection Regulation - Privacy Policy

Fleet Insulation Company Ltd understands the importance of privacy and how personal data is used. We respect and value the privacy of our suppliers, customers, shareholders and employees. We are responsible as a 'controller' and will only collect and use personal data in ways that are described here, and in a way that is consistent with our obligations and your rights under the law.

About this Policy

This Privacy Policy explains how we use, collect, store and process your personal data: It also explains your rights under the law relating to your personal data.

Personal Data

The General Data Protection Regulation (GDPR) (EU) 2016/679 is a regulation in EU law on data protection and privacy for all individuals within the European Union. It aims to give control to individuals over their personal data i.e. personal information such as name and contact details, but it also covers information such as identification numbers, electronic location data, and other online identifiers.

Your Rights

The GDPR provides the following rights which we will always work to uphold:

- The right to be informed about the collection and use of personal data.
- The right of access to personal data held by the company.
- The right to have inaccurate / incomplete personal data rectified.
- The right to erase any personal data held by the company
- The right to restrict (i.e. prevent) the processing of personal data.
- The right to data portability, to obtain and reuse personal data with another service or in many cases a business.
- The right to object to the processing of personal data in certain circumstances.

Rights in relation to automated decision making and profiling (making a decision solely by automated means without any human involvement); Fleet Insulation Company Ltd do not use personal data in this way.

Information Collected by Us.

Fleet Insulation Company Ltd may collect the following personal data:

- Contact details of clients making an enquiry, requesting a quote.
- Notes in relation to the work we are asked to carry out.
- Reports & surveys in relation to the work we are asked to carry out.
- Sales history and payment information i.e. bank details.

How We Use Personal Data

Under the GDPR, we must always have a lawful basis for using personal data. This may be because the data is necessary for our performance of a contract with you, because you have consented to our use of your personal data, or because it is in our legitimate business interests to use it. Personal data may be used for one of the following:

- Delivery products and services
- Providing and managing your account
- Providing a service / entering into a contract.
- Communication response via email or telephone calls.

The purpose for which we process data are registered on the Public Register of Data Controllers and are available on the Information Commissioners Office website at www.ico.gov.uk

How We Store Personal Data

Personal data is held in both hard copy and electronic formats.

Who We Share Personal Data With

For processing purposes personal data may be shared with the following third parties:

- Our IT system providers may have access to data to ensure our systems are using the current versions of software to allow them to operate effectively.
- Suppliers to provide you with products / services you have requested.
- Accounting professionals, legal professionals and technical experts when appropriate to fulfil the requirements of the service we are providing to you.
- For legitimate business reasons i.e. to manage risk, verify identity and to enable another company to provide you with services you have requested.
- Law enforcement or other authorities if required by law.

Whether You Have to Provide Personal Information and Why

The provision of names, addresses, telephone numbers, email addresses and site/job information are required from you to enable us to carry out services to you or to enable you to provide services to us.

How Long We Keep Personal Data

All Manual and electronic records are kept securely. Access to information is restricted as deemed necessary by the directors of the company.

Back-ups of the electronically held data are taken regularly, monthly back-ups are taken and held off site.

Emails are kept only if deemed necessary for business purposes. All Other information is retained by statute.

Protecting Personal Information

Security measures are in place to protect personal information. Access to your information is limited, only authorised personnel with a genuine business reason can do so and are subject to a duty of confidentiality.

Procedures are in place to deal with any suspected data security breach. You and the applicable regulator will be notified of a suspected data security breach where Fleet Insulation Company Ltd are legally required to do so.

Access to Personal Data

If you would like to know what personal data we have about you, you can ask us for details of that personal data and for a copy of it (where any such personal data is held). This is known as a “subject access request”. All subject access requests should be made in writing.

How to Complain

Fleet Insulation Company Ltd hope to be able to resolve any query or concern you raise about our use of your personal information.

The GDPR also gives you the right to lodge a complaint with a supervisory authority in the European Union state where you work, live or where any alleged infringement of data protection laws occurred. The supervisory authority in the UK is the Information Commissioner who may be contacted at www.oic.org.uk/make-a-complaint or telephone 0303 123 1113.

Contact Details

If you wish to contact us about personal data protection, including making a subject access request, please use the following details:

Postal Address: Unit 20 Brook Road, Brook Road Industrial Estate, Rayleigh, Essex, SS6 9UH.

Email: info@fleet-insulation.co.uk

Telephone Number: 01268 773236

Changes to this Privacy Notice

We may change this Privacy Notice from time to time to comply with the law, any changes will be made available on our website.

Signed:



Date:

21/05/18