

Privacy Policy Notice

This is the privacy notice of Dean Park Contractors Limited. In this document, "we", "our", or "us" refers to Dean Park Contractors Limited.

We are company number 1131611 registered in the UK

Our trading address is at Unit 14b Forest of Dean Business Estate, Stepbridge Road, Coleford, GL16 8PJ

Introduction

1. This is a notice to inform you of our policy about all information that we record about you. It sets out the conditions under which we may process any information that we collect from you, or that you provide to us. It covers information that could identify you ("personal information") and information that could not. In the context of the law and this notice, "process" means collect, store, transfer, use or otherwise act on information.
2. We take seriously the protection of your privacy and confidentiality. You are entitled to know that your personal data will not be used for any purpose unintended by you and will not accidentally fall into the hands of a third party.
3. We undertake to preserve the confidentiality of all information you provide to us.
4. Our policy complies with UK law accordingly implemented, including that required by the EU General Data Protection Regulation (GDPR).
5. The law requires us to tell you about your rights and our obligations to you in regards to the processing and control of your personal data. Under the GDPR your rights are as follows;

The right to be informed, the right of access, the right to rectification, the right to erasure, the right to restrict processing, the right to data portability, the right to object and the right not to be subject to automated decision making including profiling.
6. Except as set out below, we do not share, sell, or disclose to a third party, any information collected by us.

The bases on which we process information about you

The law requires us to determine under which basis we process different categories of your personal information, and to notify you of the basis for each category.

If a basis on which we process your personal information is no longer relevant, then we shall immediately stop processing your data.

If the basis changes then we shall notify you of the change and of any new basis under which we have determined that we can continue to process your information.

1. Information we process because we have a contractual obligation with you

When you buy a product or service from us, or otherwise agree to our terms and conditions, a contract is formed between you and us.

In order to carry out our obligations under that contract we must process the information you give us. Some of this information may be personal information.

We may use it in order to:

- 1.1. sell products to you
- 1.2. provide you with our services
- 1.3. provide you with suggestions and advice on products and services

We process this information on the basis there is a contract between us, or that you have requested we use the information before we enter into a legal contract.

We shall continue to process this information until the contract between us ends or is terminated by either party under the terms of the contract.

2. Information we process with your consent

Through certain actions when otherwise there is no contractual relationship between us, such as when you ask us to provide you more information about our business, including job opportunities or our products and services, you

provide your consent to us to process information that may be personal information.

Sometimes you might give your consent implicitly (such as when you send us a message by e-mail or leave a message on our answer machine) to which you would reasonably expect us to reply.

Except where you have consented to our use of your information for a specific purpose, we do not use your information in any way that would identify you personally.

We continue to process your information on this basis until you withdraw your consent or it can be reasonably assumed that your consent no longer exists.

You may withdraw your consent at any time by instructing us via email: sales@deanparkcontractors.co.uk

Once we have been able to confirm your identity, we will then take action to remove all personally identifiable information from our records by either deleting or shredding the personally identifiable information, please refer to sections 11 and 12 for further information.

3. Information we process for the purposes of legitimate interest

We may process information on the basis there is a legitimate business interest, either to you or to us, of doing so.

Where we process your information on this basis, we do so after having given careful consideration to:

- whether the same objective could be achieved through other means
- whether processing (or not processing) might cause you harm
- whether you would expect us to process your data, and whether you would consider it reasonable to do so

For example, we may process your data on this basis for the purposes of:

- record-keeping for the proper and necessary administration of our business
- responding to unsolicited communication from you to which we believe you would expect a response
- protecting and asserting the legal rights of any party

- insuring against or obtaining professional advice that is required to manage our business risk

4. Information we process because we have a legal obligation

Sometimes we must process your information in order to comply with a statutory legal obligation.

For example, we may be required to give information to legal authorities if they so request or if they have the proper authorisation such as a search warrant or court order.

We also may need to retain and disclose certain personal data about you to regulatory authorities and to appropriate agencies to conduct anti-money laundering checks and to assist with fraud prevention. We will disclose this information as is required by law.

Specific uses of information you provide to us

5. Job application and employment

If you send us information in connection with a job application, we may keep it for up to three years in case we decide to contact you at a later date.

If we employ you, we collect information about you and your work from time to time throughout the period of your employment. This information will be used only for purposes directly relevant to your employment. After your employment has ended, we will keep your data for six years before destroying or deleting it.

6. Processing Complaints

When we receive a complaint, we record all the information you have given to us. We use that information to resolve your complaint.

If your complaint reasonably requires us to contact some other person, we may decide to give to that other person some of the information contained in your complaint. We do this as infrequently as possible, but it is a matter for our sole discretion as to whether we do give information, and if we do, what that information is.

7. Cookies

Cookies are small text files that are placed on your computer's hard drive by your web browser when you visit most websites. They allow information gathered on one web page to be stored until it is needed, this allows a website to provide you with a personalised experience and the website owner with statistics about how you use the website so that it can be improved.

As our website is for informational purposes only we do not currently analyse any data collected by cookies.

Storage and retention periods of personal data

8. Keeping your personal data safe

We use physical and technical measures to keep your personal data safe and to prevent unauthorised access to it. Electronic data is only stored in the UK and we control and limit who has access to it. We use firewalls and other protection measures that involve virus scanning, password protection, secure Hypertext Transfer Protocol (HTTPS) and Transport Layer Security (TLS) to ensure end-to-end encryption of all data transferred to and from our systems.

Physical copies of data are held in files at our trading address, these are only accessible by the accounts/administration department or the directors of the company. Once transcribed any physical data that is no longer required is shredded on site.

When the building is occupied our premises remain secured with a main entrance door alarm.

When the building is unoccupied we have the additional security measure of a monitored burglar alarm and our premises are surrounded by security fencing to provide further protection.

9. Retention period for personal data

Except as otherwise mentioned in this privacy notice, we keep your personal information only for as long as required by us:

9.1. to provide you with the services you have requested

- 9.2. to comply with other law, including for the period demanded by our tax collecting authorities which is currently 6 years
- 9.3. to support a claim or defence in court

Disclosure and sharing of your personal data

10. Disclosing personal data

We may need to disclose your personal data to third parties. Where we do so, any such disclosure will be on the basis that these third parties are required to keep the data we give them confidential and secure, and will not use it for any other purpose than to carry out the services they are performing for us.

We may disclose your personal data to;

- 9.1 Subcontractors who are required to work at your premises
- 9.2 Our suppliers who are required to deliver goods to your premises

Third parties are chosen with care and consideration, we make reasonable effort to ensure that we only deal with third parties who are reputable and take data protection seriously.

Access to the data we hold on you

11. Access to your personal data

- 11.1. At any time you may contact us requesting confirmation of any personal data we hold on you
- 11.2. After receiving the request please allow up to a month to allow us to respond to your request as our accounts and administration department employees only work part-time

12. Verification of your information

When we receive any request to access, edit or delete personal identifiable information we shall first take reasonable steps to verify your identity before

granting you access or otherwise taking any action. This is important to safeguard your information.

13. How you can complain

13.1. If you are not happy with the contents of this policy or how we process, store or disclose your personal data please send an email to sales@deanparkcontractors explaining your concerns and we will respond as soon as possible, please allow up to 30 days for a response.

13.2. If you are not happy with our response you also have a right to lodge a complaint with the Information Commissioner's Office. This can be done at <https://ico.org.uk/concerns/>

14. Review of this privacy policy

We may update this privacy notice from time to time as necessary. The terms that apply to you are those posted here on our website on the day you visit our website or place an order. We advise you to print a copy for your records, if however you would prefer a printed copy please do not hesitate to contact us.

If you have any questions regarding our privacy policy, please contact us.