

Yorkshire Loft Ladders

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GENERAL DATA PROTECTION REGULATIONS (GDPR)

PRIVACY NOTICE

This privacy notice explains how Home Counties Loft Ladders uses any personal information we collect about you to provide our services.

1. Introduction

Our data protection representative can be contacted directly as follows:-

- Martin Waite
- Yorkshire Loft Ladders
- Email: martin@yorkshireloftladders.co.uk
- Freephone: 0800 612 8359

2. Types of personal data processed

Personal data' is a concept defined by data protection laws and refers to information which relates to an identified (or identifiable) individual.

The personal data types we will process will typically be name, address and contact details.

3. Legal basis for processing your data

Whenever we process your personal data we do this for contractual purposes.

4. How we use the data

We collect information about you to provide the services for which you have engaged us.

5. Disclosure

We will not pass on your personal data to third parties without first obtaining your consent.

6. Retention period

We will not process personal data for as long as there is a contract in place todo so. We are subject to retain data for 7 years for historical reference and to be able to defend future HMRC enquiries should they arise.

7. Security

We take the security of your data very seriously. Whilst we undertake tomaintain the highest possible levels of security practicable to protect data it should be realized that no data transmission over the internet or information storage technology can be guaranteed 100% secure, and there is always some risk of unauthorized access. Home Counties Loft Ladders cannot be held liable for any breach of security. Any information submitted to us is done so at your own risk.

8. Your rights as a data subject

At any point while we are in possession of or processing your personal data, you, the data subject, have the following rights:

- Right of access
- Right of rectification
- Right to be forgotten
- Right to restriction of processing
- Right of portability
- Right to object
- Right to object to automated processing, including profiling

- Right to Judicial review: in the event that we refuse your request under rights of access, we will provide you with a reason as to why. You have the right to complain, as outline in clause 9 below.

9. **Complaints**

If you wish to raise a complaint on how we have handled your personal data, please contact our data protection representative (as stated in 1.0 above) either in writing or by email and we will investigate the matter.

If you are not satisfied with our response or believe our processing of your personal data is not in accordance with the law, you can complain to the Information Commissioner's Office.