

# Buxton Water Ltd

1a Maple Court, Maple View, White Moss Business Park, Skelmersdale, WN8 9TW  
Tel: 01942 290130 e-mail: enquiries@buxtons-water.co.uk

## Privacy Policy

The Company gathers and processes personal information in accordance with this Privacy Notice and in compliance with the General Data Protection Regulations (GDPR) and other relevant data protection regulation and laws. This notice provides you with the necessary information regarding your rights and our obligations, and explains how, why and when we process your personal data.

The Company's registered office is at **327 Clifton Drive South, Lytham St Annes, Lancashire FY8 1HN** and we are a company registered in England and Wales under company number **4023517**. We are registered on the Information Commissioner's Office Register; registration number 4023517 and act as the Data Controller when processing your data. Our designated Data Protection Officer is Mark Hothersall, who can be contacted at markh@buxtons-water.co.uk.

### Information That We Collect

We process personal information to meet our legal, statutory and contractual obligations and to provide you with our services. We will never collect any unnecessary personal data from you and do not process your information in any way, other than as specified in this notice.

The personal data that we collect is:

#### Name

- Business Address
- Business Email
- Telephone Number
- Mobile Telephone Number

#### Contact person(s) contact information

We collect information in the following ways:

- Telephone & Postal Enquiries
- Online Forms
- Personal Referrals

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CDP24 V26/07/19

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## How We Use Your Personal Data

The Company takes your privacy very seriously and will never disclose, share or sell your data without your consent; unless required to do so by law. We retain your data only for as long as is necessary and for the purpose(s) specified in this notice.

The purposes and reasons for processing your personal data are detailed below:

- We collect your personal data in the performance of a contract and to ensure that works are estimated, invoiced and completed correctly.
- We will occasionally send you marketing information where we have assessed that it is beneficial to you as a customer and in our interests. Such information will be non-intrusive and is processed on the grounds of legitimate interests.

## Your Rights

You have the right to access any personal information that we process about you and to request information about:

- What personal data we hold about you
- The purposes of the processing
- The categories of personal data concerned
- The recipients to whom the personal data has/will be disclosed
- How long we intend to store your personal data for
- If we did not collect the data directly from you, information about the source

If you believe that we hold any incomplete or inaccurate data about you, you have the right to ask us to correct and/or complete the information and we will strive to do so as quickly as possible, but certainly within legal timeframes, unless there is a valid reason for not doing so, in which case you will be notified.

You also have the right to request erasure of your personal data or to restrict in accordance with the data protection laws; as well as to object to any direct marketing from us. Where applicable, you have the right to data portability of your information and the right to be informed about any automated decision-making we may use.

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If we receive a request from you to exercise any of the above rights, we may ask you to verify your identity before acting on the request. This is to ensure that your data is protected and kept secure.

## Sharing and Disclosing Your Personal Information

We do not share or disclose any of your personal information without your consent, other than for the purposes specified in this notice or where there is a legal requirement. We may use third parties to provide the below services and business functions; however, all processors acting on our behalf process your data only in accordance with instructions from us and comply fully with this privacy notice, the data protection laws and any other appropriate confidentiality and security measures.

- Nat West Bank
- Solicitors
- Suppliers

## Safeguarding Measures

We take your privacy seriously and take every reasonable measure and precaution to protect and secure your personal data. We work hard to protect you and your information from unauthorised access, alteration, disclosure or destruction.

## Transfers Outside the EU

Personal data in the European Union is protected by the General Data Protection Regulation (GDPR) but some other countries may not necessarily have the same high standard of protection for your personal data. We do not transfer or store any personal data outside the EU.

## Consequences of Not Providing Your Data

You are not obligated to provide your personal information to us. However, as this information is required for us to provide you with our services, we will not be able to offer some/all our services without it.

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## Legitimate Interests

As noted in the 'How We Use Your Personal Data' section of this notice, we occasionally process your personal information under the legitimate interests' legal basis. Where this is the case, we have carried out a thorough Legitimate Interests' Assessment (LIA) to ensure that we have weighed your interests and any risk posed to you against our own interests; ensuring that they are proportionate and appropriate.

We use the legitimate interests' legal basis for and have identified that our interests are the management of providing services for customers.

## How Long We Keep Your Data

We only ever retain personal information for as long as is necessary and we have strict review and retention policies in place to meet these obligations. We will keep your data on our systems for as long as a relationship exists between us, unless you ask us specifically to remove your details.

Where you have consented to us using your details for direct marketing, we will keep such data until you notify us otherwise and/or withdraw your consent.

## Lodging A Complaint

We process your personal information only in compliance with this privacy notice and in accordance with the relevant data protection laws. If, however you wish to raise a complaint regarding the processing of your personal data or are unsatisfied with how we have handled your information, you have the right to lodge a complaint with the supervisory authority.

Information Commissioner's Office (ICO), Wycliffe House, Water Lane, Wilmslow SK9 5AF-0303 123 1113 - <https://ico.org.uk/global/contact-us/email/>

Signed.....  
**Mark Hothersall, Director**

Date 26<sup>th</sup> July 2020

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