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## **GDPR Privacy Notice for Clients, Customers, Suppliers, Contractors & 3<sup>rd</sup> Parties**

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### **Purpose**

In order to operate effectively, Ashdale Engineering & Lifting Services needs to hold certain information about clients, customers, suppliers, contractors and other identified 3<sup>rd</sup> parties with whom we do business.

This notice ensures that Ashdale Engineering and Lifting Services apply appropriate measures to comply with the principles of the General Data Protection Regulation (GDPR) 2018.

### **Scope**

All clients, customers, suppliers, contractors and other identified 3<sup>rd</sup> parties with whom Ashdale Engineering & Lifting Services do business.

### **Policy Statement**

Ashdale Engineering & Lifting Services regards the lawful and correct treatment of personal information as very important to successful operations and to maintaining the confidence of those with whom we deal.

We will always do our utmost to ensure that our organisation treats personal information with respect, lawfully and correctly.

To this end we fully endorse and adhere to the Principles of Data Protection as detailed in the General Data Protection Regulations.

### **Why you Need to Read This**

When you access the services provided by Ashdale Engineering & Lifting Services, you may be providing us information in a variety of ways as described in this policy ( Personal Data ).

It is a condition of undertaking business with Ashdale Engineering & Lifting Services that you need to review and understand the content of this notice, and that you agree to how we use your data for our legitimate business purpose.

In the unlikely event that we consider that potential use of data may be more intrusive, or where the provision and use of information is optional, then we will ask you to specifically consent to the collection and use of this information by direct indication ( tick box ).

### **What Information We Will Collect and How We Will Use It.**

We will collect and process the obvious information you provide to us by:

- Registering with us as a supplier.
- Registering with us as a client or customer and using our services.
- Registering with us as and providing services as a contractor.
- Corresponding with us by phone, e-mail or otherwise.

In these situations, you are aware what information you are providing to us, and why we need the information, as you are requesting us to use the information to fulfil your request. For the purpose of clarity, this information may include the following:

- Your Name
- Your business name(s).
- Your address
- Your e-mail address(s).
- Your telephone or mobile telephone number.

Where you are a customer, client or supplier, the information collected may also include the following:

- Bank account details.
- Card details.

Ashdale Engineering and Lifting Services do not hold any information on site regarding card payments. These are held and managed by our secure payments provider.

This information is collected to provide the products and services that you have requested of us, and to comply with the requirements of any contracts that we may have with you. This is regarded as our legitimate business reason as required by the General Data Protection Regulations

### **Marketing & Research**

Ashdale Engineering & Lifting Services do not normally participate in active marketing and research activity. We may however contact you if we are able to offer additional products and services that may be of interest to you.

As part of our accreditation to ISO9001:2015, we may occasionally undertake customer satisfaction surveys. These short questionnaires will be specific to products or services provided to you and will allow us to identify potential improvements in service provision.

**If you are happy to receive information regarding additional products and services which may be of benefit to you, please tick here :**

**If you are happy to participate in customer satisfaction surveys to assist us in improving service provision, please tick here :**

### **Do Any Other Parties Have Access to my Information?**

Generally, no. Ashdale Engineering & Lifting Services do not provide access to any information to any other parties.

The exception to this is where you are, or are potentially providing services to another client, through us. In these circumstances, we will provide required information to allow them and us to make an informed decision on the suitability of products or services.

We will not share any commercially sensitive information with any other parties.

### **Where is Data Stored and For How long?**

- All data we collect will be stored in the UK.
- Where clients or customers have services provided outside of the UK, and we are required to provide them with information, we will ensure they are contractually bound to take all reasonable steps to ensure that data is treated securely, in accordance with data protection regulations and in compliance with this policy.
- We will only store data for as long as is necessary.
  - We will delete information when you have become an inactive client, customer, supplier, contractor or other 3<sup>rd</sup> party.
  - We will delete information when regulatory deadlines have expired.
  - We will delete information on your request.

### **Your Rights**

- You have the right to ask us not to process your data for marketing, research and customer satisfaction purposes at any time. If you have previously indicated that you are happy to participate, but change your mind, please inform us.
- You have the right to access information we hold about you. Simply e-mail us and we will advise you how to do this.
- You have the right to correct information if it is wrong. Please e-mail us to advise and correct information.
- If you have any concerns about the data information held, please contact us and we will make every effort to amend or remove to satisfy your requirements. Remember that you may contact the Information Commissioners Office ( ICO ) for further information or to make a complaint.

**The correspondence address for all GDPR requests is :**

[info@ashdale-lifting.co.uk](mailto:info@ashdale-lifting.co.uk)