

PRIVACY POLICY

The Edmunds Webster Group of Companies, which incorporates Edmunds Webster Holdings Ltd, Edmunds Webster Ltd, & Edmunds Webster Joinery Ltd is committed to ensuring that your privacy is protected. This Privacy Policy explains how we use the information we collect about you, how you can instruct us if you prefer to limit the use of that information and procedures that we have in place to safeguard your privacy.

Our General Data Protection Regulation (GDPR) preparation included the review and update where necessary of all our internal processes, procedures, data systems and documentation to ensure that we are GDPR compliant.

OUR GDPR PRINCIPLES ARE:

- Data is processed fairly and lawfully.
- Data is processed only for specified and lawful purposes.
- Processed data is adequate, relevant and not excessive.
- Processed data is accurate and, where necessary, kept up to date.
- Data is not kept longer than necessary.
- Data is processed in accordance with an individual's consent and rights.
- Data is kept secure.

Data is not transferred to countries outside of the European Economic Area.

INFORMATION

The information given to ourselves by our customers/ suppliers/ employees/ sub-contractors will consist of Name, Address, Contact Numbers, Email Address, Date of Birth, Bank Details, Type of Business, position within the Company.

Even though this list is not exhaustive there will also be further information disclosed as required.

This information is stored in secure files and within our IT system that has the relevant and adequate security measures in place to actively protect our customer/suppliers/employees/sub-contractors data.

USE & STORAGE OF INFORMATION

Information received from customers and suppliers maybe used for processing data: -

- Accounts set up and administration.
- Providing estimate & quotations.
- Communications during & on completion of works.
- Any other legal requirements.

Information received from employees and sub-contractors: -

- Information to process payroll & payments.
- Taxation obligations.
- Any legal requirement.
- Further information can be found in our data protection policy for employees, workers and consultants.

We treat the security of storing your personal information seriously. All data stored on our computer systems is kept secured. We do however understand the risks of personal data breaches to you and will ensure we inform you if there are any personal data breaches that may affect you rights and freedom.

We keep your information only if it is necessary. If we have entered into a contract with you and received payment for goods/services provided it is necessary to keep your information for up to seven years to satisfy HMRC tax regulations.

WHO HAS ACCESS TO THE INFORMATION

- We will not sell or rent your information to third parties.
- We will not share your information with third parties for marketing purposes.

Any staff with access to your information have a duty of confidentiality under the ethical standards that this firm is required to follow.

Third party service providers working on our behalf.

We may pass your information to third party service providers, agents, sub-contactors and other associated organisations for the purposes of completing tasks and providing services to you on our behalf, for example to process information for basic bookkeeping. However, when we use third party service providers, we disclose only the personal information that is necessary to deliver the service and we have a contract in place that requires them to keep your information secure and not to use it for their own purposes.

Please be assured that we will not release your information to third parties unless you have requested that we do so, or we are required to do so by law, for example, by court order or for the purposes of prevention and detection of crime, fraud or corruption.

YOUR RIGHTS IN CONNECTION TO PERSONAL INFORMATION

Under certain circumstances, by law you have the right to:

- Request access to your personal information. This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it.
- Request correction of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.
- Request erasure of your personal information. This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal information where you have exercised your right to object to processing.
- Object to processing of your personal information where we are relying on a legitimate (or those of a third party) and there is something about your particular situation which make you object to processing on this ground.
- Request the restriction of processing of your personal information. This enables you to ask us to suspend the processing of personal information about you, for example if you want us to establish its accuracy or the reason for processing it.
- Request the transfer of your personal information to a third party. If you want to review, verify, correct or request erasure of your personal information, object to the processing of your personal data, or request that we transfer a copy of your personal information to another party, please contact Mr C Davies.

AGREEMENT

When you send us information, the use of that information is as set out in this Policy. Should we at any time in the future change our Privacy Policy any change will be posted on our website. Paper copies of this policy may be obtained in writing by contacting our registered office in writing. Our relationship will continue over time and that continued trading relationship will constitute your agreement to any such changes, unless we are notified otherwise.

CONTACT & FEEDBACK

Should you wish to raise any questions or provide us with feedback on this Policy, then please contact Mr C Davies in writing at our registered office.

COMPLAINTS

We seek to resolve directly all complaints about how we handle your personal information but you also have the right to lodge a complaint with the Information Commissioner's Office at – Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Telephone 03031231113 or 01625545745, Website: <https://ico.org.uk/concerns>