

# Privacy POLICY

Dumpleton Builders & Contractors Ltd is committed to protecting and respecting your privacy. The Dumpleton Builders & Contractors Ltd privacy policy explains how we use any personal information we collect about you when you use our website or make an enquiry by 'phone or email or purchase services from us and why your data is in safe hands with Dumpleton Builders & Contractors Ltd.

In short:

- We do use data to help us provide a great customer service and for legal purposes such as accounts, HRMC, tax and invoice purposes.
- We do respect your privacy and work hard to meet strict regulatory requirements.
- We do go the extra mile to protect your data.
- We do not sell your personal data or share with third parties.

## 1. WHAT INFORMATION DO WE COLLECT ABOUT YOU?

We collect information about you when you complete on line enquiry forms; when requesting information or you placing an order for products or services.

Information is stored electronically and encrypted. It is not accessible outside Dumpleton Builders & Contractors Ltd .

## 2. HOW WILL WE USE THE INFORMATION ABOUT YOU

We collect information about you to process your order and manage your customer account/ We will also collect information in order to process and respond to enquires, but strictly for the purpose of the enquiry only.

Dumpleton Builders & Contractors Ltd will not share your information.

In processing your order, we may send your details to, and use information from credit reference and fraud prevention agencies.

The personal data you give to us may include:

- your name, postal and email addresses and telephone numbers

- financial and credit card information

We ask you to ensure that the personal data you provide to us is kept up-to-date and therefore please contact us if you need to amend any records we hold of your personal data.

Information we collect about you. Each time you visit our website we may automatically collect the following information: the details of the device you use to access our site;

- your user activity details and preferences;
- your browser history details;
- your electronic identification data including IP address and information collected through cookies;

### 3. WHY DO WE COLLECT DATA?

The GDPR requires us to have a legal basis for collecting and using your personal data. The legal basis that we rely on in each case is one of the following:

- you have given us your consent to process your personal data (consent);
- processing your personal data is necessary for us to fulfil a contract entered into with you, or is necessary for us to do things (at your request) prior to us entering into a contract (contract); or
- we have a legitimate organisational interest where we use your personal data in a way that you would reasonably expect, and which has a minimal impact on your privacy (legitimate interests).

The purposes for which we collect and use your personal data are as follows. In each case we have confirmed which legal basis we rely on:

- to register your interest via our website in using Dumpleton Builders & Contractors Ltd to supply and provide services (legitimate interests);
- to provide you with information about our services in response to your enquiry (contract);

- to provide you with the services you have ordered and to invoice you (contract);
- for assessment and analysis; for example, customer and product analysis purposes. These enable us to review, develop and to improve our service to you as well as notifying you of any changes (legitimate interests);

For details of how to object to direct marketing please see the section “Your Rights”

- to administer our website and for internal operations; including troubleshooting, data analysis, testing, research, statistical and survey purposes (legitimate interests);
- as part of our efforts to ensure that our website is kept safe and secure (legitimate interests); or
- to enable us to use cookies as detailed in the section below (consent).

#### 4. HOW LONG DO WE STORE YOUR DATA?

We keep personal data for no longer than the following time periods:

- Enquiries - duration of enquiry + 3 years
- Customers personal data -duration of relationship + 7 years
- Suppliers personal data – duration of relationship + 7 years

When we no longer need to keep your personal data, we will delete it and dispose of it securely.

#### 5. OUR COMMITMENT TO DATA SECURITY

To prevent unauthorised access, maintain data accuracy, and ensure the correct use of information, we have put in place appropriate physical, electronic, and managerial procedures to safeguard and secure the information we collect online.

## 6. ACCESS TO YOUR INFORMATION AND CORRECTION

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of your personal information, please email or write to us at the address below.

We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate.

## 7. COOKIES

Cookies are small text files that are placed on your computer by websites that you visit. They are widely used in order to make websites work, or work more efficiently, as well as to provide information to the owners of the site. Like many websites and online services, this website uses cookies to enhance functionality and performance. The cookies used on this website are for the function of the website form(s) and Third party services.

For more information on why we use cookies and how to manage your cookies please see our cookies section.

## 8. OTHER WEBSITES

Our website may contain links to other websites. This privacy policy only applies to this website so when you link to other websites you should read their own privacy policies.

## 9. CHANGES TO OUR PRIVACY POLICY

This privacy policy may be changed by Dumpleton Builders & Contractors Ltd at any time. If we change our privacy policy in the future, we will set out those changes here, so that you will always know what personal information we gather, the purposes we might use it for and to whom we might disclose it.

## 10. HOW TO CONTACT US

Please see all our contact details:

*[Link to contact us page](#)*