

PRIVACY POLICY

Who we are

For the purpose of data protection law the “controller” is Paul Riches Skips Limited a company registered in England. As a controller we are responsible for and control the processing of personal data. We are registered as a data controller with the ICO which is the UK’s supervisory authority for the data protection matters.

Paul Riches Skips Limited is committed to protecting and respecting your privacy. We want you to understand your privacy how we collect and use information about you. We also value your comments in this regard.

If you would like to contact us about the notice or receive further information about any aspect of it our details are as follows:

Email: info@paul-riches-skips.com

Post: Paul Riches Skips Ltd, Unit 1, Kempston Court, Manor Road, Kempston Hardwick, MK43 9PQ

What information do we collect from you?

In the course of our business which is the hire service provided, skip hire and waste recycling, we collect the following data when you provide it to us.

Personal details

- Name and title

Contact Details

- Delivery address
- Email address
- Telephone numbers and mobile numbers
- Payment details
- Transaction data
- Details about payments from and to you

How we use your personal data

- To perform a contract we are about to enter into or have entered into with you (hiring of our services)
- To allow you to register an account

Lawful processing

In order to process personal data, we must have a lawful reason (sometimes called a lawful basis) we will use your personal data only for the purpose for which we have collected it

- To enable us to carry out our services including the delivery to you and contact you about your order

- To allow us to query orders or delivery details
- To respond to your enquiries
- To allow us to register an account
- To carry out billing and administration activities including credits and refunds

Legitimate Interest

We process your personal information for our legitimate business purpose, which include the following

- To conduct and manage our business
- To improve and update our services for the benefit of our customers
- To deal with complaints

Whenever we process your personal data for these purposes, we ensure that your interests and rights are carefully considered.

Compliance with Laws

We may process your personal data in order to comply with applicable laws.

Consent

You have the right to withdraw your consent at anytime

Do we share your personal data?

We do not share any personal data with any third parties; it is purely for the purpose of Paul Riches Skips Limited.

Do you have to provide personal data and if so why?

To form a contract with you we will need some personal data described above so that we can provide our services as in the contract of hire.

How long will your personal data be kept for?

We are required to hold data for UK tax laws which currently specifies a six year retention period and Environment Agency laws regarding waste removal and disposal which specifies a three year retention period.

How secure is your personal Data?

Paul Riches Skips Limited has measures in place to prevent data loss to prevent data integrity and to regulate access to the data. Only authorised Paul Riches Skips Limited employees have access to your personal data.

Your information rights

We draw your attention to your following rights under data protection law:

- Right to be informed about data collection and use of your personal data
- Right to access to your personal data and the right to request a copy of the information that we hold about you
- Right to have inaccurate Personal data that we process about you rectified. We want to ensure that the personal information that we process and retain about you is accurate so please tell us about any changes. If you have changed address and contact details
- Right to erase data
- The right to object or restrict data used
- The right of portability of your data in certain circumstances

Cookies

Our website uses cookies

Changes to this Privacy Notice

We may change this notice from time to time; you should check this notice on our website occasionally, in order to ensure you are aware of the most recent version.

What should you do if you have a complaint?

We hope that you will be satisfied with the way we approach and use your personal data. Should you find it necessary, you have the right to raise your concerns with the Information Commissioner's Office:

<https://ico.org.uk/>.

However, we do hope that if you have a complaint about the way we handle your personal data, you will contact us in the first instance using the contact details in the section above, so that we have the opportunity to resolve it.